

# Curriculum Vitae

**Female**

**D.O.B. 15 January 1986**

**Number of years working in industry:**

**17 years 11 months**



**Candidate ID Number:** 19634

**Nationality:** South African

**Language Skills:**

Fluent: English, Afrikaans

Basic: Netherlands

**Permitted to work in:** South Africa

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Retail Professional

## Personal Statement

I am a customer focused Spa Leader, creative and well versed in spa development, education, retailing, leading performance teams, brand development and growth, customer service at the highest luxury levels. A true believer in team work, regular training and keeping myself constantly on the edge of new developments and innovations in the industry to find ways on how to add value and revenue to the business.

Qualities of my work include extensive hands on experience in Spa management on cruise ships and international luxury properties, operations and management in luxury spa environments, strong ability to build and lead performance teams, customer service at the highest luxury levels and a complete understanding of the importance of maximizing profit.

My professional goal is to continue growing and making my team always strive for the best in everything we do with attention to detail and the customers.

Seeking work in international locations and cruise ships

## Employment History:

**April 2023 - Present - Spa Director** at (most recent employer hidden for confidentiality) Doha, Qatar, (5 Star Hotel Spa)

**Duties included:**

Refer to CV

**Products worked with:**

Refer to CV

**October 2018 - Present - Salon Manager** at Biutiful Aesthetics Centre and Paint Nail Bar, Paarl, Western Cape, South Africa , South Africa, (Day Spa)

**Duties included:**

Day to day operations

Budgets

Reaching and exceeding targets

Managing both Aesthetic Therapists as well as Nail Salon nail techs.

Exceeding Client expectations and needs

Marketing

\*full job description on CV

**Products worked with:**

ZO Skin Health

Exuviance

Lamelle

PhFormula

Heliocare

Obagi

Lycoderm

Nimue

Mesoesthetics

**September 2021 - April 2023 - Skin Clinic Therapist** at Laser Clear Dermal Aesthetics, Cape Town, South Africa, (Hospital / Medical Clinic)

**Duties included:**

Refer to CV

**Products worked with:**

Refer to CV

**August 2020 - August 2021 - Spa Manager** at Camelot Spa, Cape Town, South Africa, (5 Star Hotel Spa)

**Duties included:**

Refer to CV

**Products worked with:**

Refer to CV

**November 2019 - March 2020 - Retail Professional** at Shimansky, Cape Town, South Africa, (Product Company)

**Duties included:**

Refer to CV

**Products worked with:**

Shimansky Diamonds and Gems

**February 2017 - September 2018 - Packhouse Manager** at Panarama Farms PTY LTD, Cape Town, South Africa, (Home/Mobile)

**Duties included:**

Manage the office and packhouse staff (60+ depending on what is being harvested) and organise what is to be done each day

Working alongside packhouse employees to supervise and motivate

Work alongside CORE to ensure, quality and export of fruits and vegetables

Conduct time studies

Completing daily reports relating to production, performance and food safety

Learning and enforcing all product specs and food safety protocols in the packhouse

Ensuring strict adherence to all food safety protocols on a daily basis for cleaning production lines

Assist with completions of all forms (disciplinary action, incident forms etc.)

Handling any employee problems

Handling any mechanical issues on a daily basis

Learn and understand routine maintenance on the advanced production lines to minimize setup and down time.

Make labels as needed

Conduct quality and traceability audits on completed production items

Be in contact with shipping/receiving administrator concerning packaging inventory, daily packaging requirements and supplies.

Communication with shipping/receiving administrator concerning outbound product (packaging or quality issues)

Ensure accurate stock records are kept

Organise and manage stocktakes

Receive and unpack incoming goods

Receive orders for goods

Ensure the correct goods are properly packed for delivery

Organise for goods to be delivered

Check and complete paperwork

Charge out the work that is done

Answer written and phone enquiries and complaints

Liaise with branches and other companies' representatives

Use a fork-lift to move goods and unload trucks

Ensure equipment is working correctly and provide a safe working environment

Train new staff

Ensure that the crop is graded (sorted by quality and size) and stored according to the specifications of the market and food safety regulations

Analyse and report on production and financial data

Knowledge of the procedures involved in ordering, receiving, storing and delivering stock

Knowledge of products and what products are coming through the packhouse

An understanding of the freight industry

Creating budgets

An awareness of safety regulations and procedures to ensure any potential hazards involved with stacking cartons or unloading trucks are minimised

Knowledge of computer systems used in a packhouse

Using good communication and people skills as I interact with a wide range of people

Good organisational skills

Administrative skills

**Products worked with:**

Dermalogica

**September 2015 - January 2017 - Spa Manager** at Hilton Worldwide, Luxor, Egypt, (5 Star Hotel Spa)**Duties included:**

Responsible for overseeing the spa facility, team members (spa therapists, hairdressers, housekeeping, attendants and receptionists) and guest satisfaction, while maintaining the financial health of the business and promoting opportunities to increase revenue, customer service levels and team member morale. Schedules all reservations, responsible for the assessment, resolution and follow up review of all incidents as well as incidents requiring employee disciplinary action. Organizes and implements training of policies and procedures including software training, scheduling of guests and staff, nightly reports, housekeeping and group service training. Responsible for selection of retail products, inventory and ordering stock. In conjunction with conference services and sales, meets with group meeting planner to sell spa service, including packages, maximizing opportunities to increase revenue. Responsible for the input and adherence to the departmental budget.

**Products worked with:**

Phytomer

Anne Semonin

Saskia

BLC

Jeanne Habashi

Kurland

**April 2014 - June 2015 - Spa Manager** at Singita Luxury African Safari Lodges and Reserves, South Africa, Mpumalanga, South Africa, (5 Star Hotel Spa)**Duties included:**

Ensure that the Spa delivers services and treatments to guests in line with the Singita standard of excellence:

Executing all spa treatments offered to guests to the highest standards and ensure that therapists are delivering at the same level through review of guest feedback and personal assessment of treatments.

Ensuring that treatment rooms are prepared prior to the guest's arrival.

Replacing towels and cover sheets after each treatment.

Equipment and utensils must be cleaned after each use.

All implements must be sterilized after each use.

Make sure that oil bottles are clean and re-filled when necessary.

Weekly massage bed re-allocation and cleaning.

Monitor and evaluate treatments and ensure ongoing skills development for therapists:

Design professional luxurious treatments.

Keeping a record of the most popular treatments offered.

Attending spa conferences/workshops to keep up to date in industry trends.

Ensuring that all therapists are trained in the Singita way service procedures.

Arranging ongoing product training for staff.

Ensuring that all therapists are well-versed in the daily administration of the Spa.

Requesting treatments from therapists on a monthly basis for assessment purposes.

Ensure that administration is completed on time:

Ensuring that daily postings are inputted into the SM Host System.

Updating the daily occupancy, total number of guest/comp treatments per day.

Balance the daily revenue to the daily sales spreadsheet.

Ensuring that copies of the sheets are available for the night audit.

Ensuring that all spa codes balance to the weekly revenue report.

Weekly update of the spreadsheet ♦" highlights all the code sales by each therapist, total inclusive of VAT, amount still to be made and the percentage to the budget.

Reconciling host revenue reports to all the codes on the daily sales spreadsheet.

Double checking retail sales and purchases for the month.

Completing a written report monthly as per requirements.

Ordering and control of spa stocks:

Keep records of suppliers.

Ensuring that monthly retail stock counts are carried out and that figures are inputted onto the spreadsheet.

Recording of all sales on the spreadsheet daily.

Doing a full stock count on the first day of each month to facilitate the ordering of new stock.

Submitting separate purchase orders for each lodge to enable correct stock allocation.

Checking orders received against order forms to ensure that all stock is received.

Allocating invoices and forwarding payment.

Ensuring that stock levels are monitored carefully so that products do not run out.

Managing Guest pre-bookings effectively:

Ensuring that all pre-bookings are recorded and available for viewing by everyone in the department and lodge.

Updating booking sheets for the year regularly with therapists allocated according to leave cycles.

Arranging relief therapists for group bookings, shortage or emergencies.

Communicate with therapists and lodge staff to ensure smooth running of the Spa:

Ensuring that guest booking sheet is updated regularly during the day to avoid double booking of guests.

Checking the guest booking sheet regularly for new treatments scheduled by lodge staff.

Passing on relevant information that guests may feedback about the lodge to lodge management.

Educating lodge personnel on treatments offered at the spa by allowing them to experience the treatments.

Encouraging lodge staff to promote the spa, by introducing an incentive and loyalty list.

Overseeing daily preparation of the spa, gym and maintenance of all related equipment:

Ensuring that therapists and housekeeping staff are preparing the spa and gym according to the checklist.

Continuously checking linen, furniture, carpets etc in terms of condition and ensuring that repairs and maintenance are of an acceptable standard or replacements are auctioned, where necessary.

Compiling a maintenance schedule for spa and gym equipment and ensure that it is adhered to on an ongoing basis and that any equipment under guarantee is serviced by the relevant supplier.

Hosting of Lodge Guests:

Ensuring that guests are given the best possible dinner experience when hosting.

Knowledge of different dining standards that are in place at each lodge and executing them accordingly.

Learning of Guests names and using it wherever possible.

Achieving service excellence through teamwork:

Assisting other staff and departments wherever possible to provide the best possible service to Singita guests.

### **Products worked with:**

Ayurveda Products and Oils

Terres D'Afrique (T'DA)

Healing Earth

Phytomer

OPI

**Career Break** - Traveling and relaxing

**January 2013 - January 2014 - Spa Manager** at Baros, Baros, Maldives, (5 Star Hotel Spa)

**Duties included:**

To supervise and assist in opening and closing spa procedures and supervising the setting up and presentation of facilities

To ensure thorough and consistent knowledge of the new SOP's contents are communicated to all employees.

To ensure smooth daily operations of all aspects of the spa

To ensure staff duty roster is efficiently planned and job tasks are assigned to spa personnel according to their respective designation and skills.

To prepare the staff time sheets and ensure all staff administration is accurate and promptly completed.

To ensure all equipments are well maintained and in safe condition.

To ensure stock checks are conducted regularly and accurately and supplies are requested in accordance with minimum stock levels.

Supervise the spa housekeeping and cleaning based on the SOP and checklists.

To review the spa systems regularly, and assist in continued development and refinement of SOP to submit to Resort Manager and/or the Spa Consultant/Salamander Lifestyle for approval before implementation.

To hold weekly team meetings with the team to ensure effective communication and follow-up on updates on all communication materials in all areas.

To regularly research ideas on treatments and products and make recommendations to the RM for approval.

To assist the RM in exploring yield management strategies to increase revenues

Assist the RM in establishing customer feedback system to ensure guest satisfaction is addressed and service level is continually improved at all spas.

To manage the financial budget, control costs and prepare expenses reports

To be responsible for controlling and driving the sales budget in order to maximise revenues

To complete accurately the summary of sales and total revenues and distribute to the Financial and HR Department as well as Month End Report/MER (financial performances, monthly analysis and planning of operations)

To complete accurately the Timesheet, commissions and expenses analysis to HR and relevant Finance Departments (resort or head office)

To assist the Resort Financial department in preparing and finalising the annual spa budget by determining operational expenses using the Capital Expenditure (CAPEX) which includes: new equipment, replacement, major repairs, FF&E, revenue generating expenditure/profit expenditure development, sundries, etc.)

To ensure therapist skills are kept competitive and consistent by conducting training in accordance with the Annual Training Plan.

To maintain effective communication with the team and update staff training to ensure professional delivery of service.

To ensure that all service standards are clearly defined in the spa training manual and kept consistent with the SOP.

To ensure regular learning is undertaken to improve service and product knowledge when required, in response to research, changes in SOP and customer feedback

To ensure the training sessions accurately reflect the standards and delivery of service as defined in the SOP

diligently attend all training sessions whenever required to regularly update knowledge and skills in professional field

To promote team spirit and sense of belonging by taking an active interest in the staff's welfare, safety and development.

To conduct bi-annual performance appraisals for all spas staff and follow up with staff development plans according to agreed standards: conduct monthly One-to-One with each team member and liaise with HR for outcomes, realized improvements and action to be taken.

To submit at the beginning of the year, the forecast of Department Leave Planner in order to anticipate unexpected demand in bookings and ensure that there is always sufficient numbers of personnel in the spa to match the resort's occupancy.

To ensure resort's rules and regulations relating to fire, hygiene, health and safety measures are clearly understood and observed by all spa employees

To actively involve Head Therapist, Senior Receptionist and spa staff in the development and implementation of new treatments and services.

To provide the RM with reports on staff training & development plans, and achievements

To assist HR with the recruitment by interviewing and pre-selecting new spa personnel, in consultation with the RM

To assist the RM and HR in developing and implementing plans to meet training need.

To assist the RM in developing appropriate systems for measuring staff training and development, spa assessment (reports, formats, templates, timescales)

To assist the RM and the Spa Consultant with the development of additional services and signature treatments.

To ensure compliance with all relevant Workplace Health & Safety rules, Fire and Evacuation procedures and other related UR policies.

Complies with UR code of Conduct at all times

To ensure the annual Promotions & Marketing plan is executed as directed in the plan.

To actively assist the Resort's and/or Group's Sales and Marketing team with creating marketing promotions and marketing activities to promote spa services within the resort/hotel and other respective markets.

To implement these spa promotions on a timely basis, monitor and analyse the results, communicate the effectiveness with the relevant personnel and follow-up with action plans where improvement is needed.

To ensure that all spa personnel are up-to-date and aware of all relevant promotional activities and their time frame.

To ensure the resort is aware of the Spa promotional activities and seek for their support for implementation

To assist in preparing the annual sales and marketing plan with resort Sales & Marketing team RM

To establish a good rapport with guests to maintain good customer relationships;

Provide superior customer service by adopting gracious, personalised, conscientious and seamless service attitude towards all guests

Take care of guests needs in a highly professional manner throughout the Guest Journey from arrival until departure

Assist guests with treatment bookings and product purchase

Assist guests with F&B orders and other resort services bookings, recommendations and orders, if necessary

Communicate regularly with spa guests and welcome constructive feedback from guests to ensure high customer satisfaction and service standards are monitored and maintained

Handle all guest requests, enquiries and complaints promptly and conscientiously

To establish a regular communication with the relevant resort's departments (butler, front office, guest service, F&B, etc) to improve and support the guest experience

Actively participate in Human Resources, Learning and Development initiatives that will help the Resort to deliver higher levels of service to our guests and our compliance to good health and safety practices at the workplace

To support by assisting with on-the-job-training and orientation of new team members/trainees and other requests in order to improve the performance and service standards of our team.

As a member of the leadership team, to coach, support and develop his/her team members, whoever required. This is in conjunction to promote opportunities for development and towards future success of our resort the company .

#### **Products worked with:**

Pevonia

Shellac

OPI

Essie

Mineral Make Up

Ayurveda Products and Oils

**Career Break** - Helping out in some spa's and Dr. practises as well as a vacation

**March 2010 - January 2013 - Senior Therapist** at Life day spa, Cape Town, South Africa, (5 Star Hotel Spa)

**Duties included:**

Opening and Closing the Spa, Client follow up and feedback, Control of Stock, Bookings, Staff Motivation, Running own Column, Making sure duties gets done on time and properly.

**Products worked with:**

La Prairie

Mama Mio

Thalgo

Skin Doctors

Optiphi

Shellac

OPI

Dr Rey

**March 2009 - January 2010 - Spa Manager** at Steiner, Carnival Cruise Lines, (Cruise Ship)

**Duties included:**

Daily Operations and performances in the Spa

Supervising Salon and Retail area of the Spa

Supervisor, Coach, Mentor and Trainer of Staff

Discipline and Counsel staff as needed

Conduct meetings on a daily basis

Assist in ongoing guest promotions to increase services and product sales

Ensure Spa rules and regulations are followed

Receive and Respond to all guest comments, suggestions and complaints in a constructive and professional manner.

Getting revenue in

Retail

Stock ordering and inventory

Safety Training

Quality assurance

Balancing totals at the end of the cruise

Starting and Ending of new and old Cruises

Review daily appointment Schedules

Making sure all rules, procedures and standards were adhered to.

**Products worked with:**

La Therapie

Elemis

Lycon Waxing

Bliss

Steiner Products

Go Smile

**Career Break - Traveling**

**April 2007 - February 2009 - Assistant Manager** at Steiner, Caribbean, (5 Star Hotel Spa)

**Duties included:**

Performed Teeth Whitening Getting Revenue in Training Quality assurance Handled guest complaints and comments Promoted the spa and the treatments Administration Starting and ending cruises Opening and Closing of the Spa Inventory Took over Spa Manager's responsibilities when needed Making sure all rules, procedures and standards were adhered to.

**Products worked with:**

La Therapie

Elemis

Lycon Waxing

Bliss

Steiner Products

Go Smile

**Education and Qualifications:****2006 Steiner**

Spa Management Certificate

Spa Management

Laser and Medical Aesthetic Therapist

**2006 International Academy of health and skin care**

Diploma

SAAHSP National Diploma

CIDESCO International Diploma

CIBTAC International Diploma

ITEC International Diploma

**2006 International Academy of Health and Skincare**

International Academy of Health and Skincare Diploma

SAAHSP National Diploma

CIDESCO International Diploma

CIBTAC International Diploma

ITEC International Diploma

Various product houses and treatment certificates and diplomas

## **Product Training:**

**June 2025 More than 70+ brands**

International

Various Treatments

## **Vocational Qualifications**

First Aid

SCC Training

Fire Fighting Training

Management Retreat Training

Wilderness First Aid Training

Diving Training

Packhouse Management Training

## **Hobbies and Interests**

Gym, cycling, hiking, sport, reading, camping, nature

CV created at [www.spastaff.com](http://www.spastaff.com)

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