

# Curriculum Vitae

Male

Number of years working in industry:

8 years 10 months



**Candidate ID Number:** 28010

**Nationality:** Bulgarian, Macedonian

**Language Skills:**

Fluent: English

Good: Greek, Russian

Basic: German

**Permitted to work in:** European Union, Macedonia, UK - United Kingdom

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Salon Manager

## Personal Statement

Energetic and motivated with more than 10 years experience in a variety of spa operations. My last engagement was employed as Spa Resort Manager one of the most renowned Hotel in Central Greece, „Cronwell Hotel Resort Platamon”. My engagement included broad responsibilities and powers but the main mission is to satisfy the guests as a profit. Daily tasks related to monitoring, sales and motivating the entire spa team to provide optimum level for work. As a leader I am directly responsible for achieving the target daily income and achievement of monthly budget. Be the leader is responsible work, but with teamwork we achieved very satisfactory results. I am currently in Germany where I learning and improve my German language, as well as the skills.

## Employment History:

**April 2016 - October 2017 - Spa Manager** at (most recent employer hidden for confidentiality) Platamona, Greece, (5 Star Hotel Spa)

### Duties included:

- Manage the day-to-day operation of the Spa and report a business update to management on a weekly basis via the spa KPI reports;
- Attend the monthly spa conference call to feedback spa activity and best practice;
- Organise rotas in line with demand to ensure zero ‘turnaway’ rates and maximum revenue;
- Ensure all open/close procedures conform to the company standard procedures;
- Maintain a visual presence within the spa and deal with clients;
- Ensure daily cleaning tasks are performed by spa staff according to standard procedures;
- Ensure all notices/ signs/ display material conforms to the Spa standards;
- Responsible for the recruitment, training, development and management of the spa team;
- Carry out an annual performance review with each therapist and to set development objectives accordingly;
- Set daily, weekly and monthly targets for all members of the team in order to achieve financial and KPI targets set;
- Manage the ordering and stock control of the products and to carry out a monthly stock check for both retail and salon stock;
- Ensure all health and safety practices are being observed within the Spa;
- Regular meetings with all members of the spa team and manage all personnel issues including performance management;
- Proactively resolve customer queries to the satisfaction of the customer;
- Review the spa diary on a daily basis to ensure effective yield management.;
- Produce a monthly sales plan and execute special promotions to maximise daily revenue;
- Update company and third party websites on a monthly basis;
- Meet with the Decleor rep once per month to discuss retail sales, promotions and training.

### Products worked with:

Gerard's

**Career Break** - Training - industry-related

**January 2014 - May 2016 - Spa Manager** at Grand Heritage Hotel and spa, Doha, Qatar, (5 Star Hotel Spa)

**Duties included:**

- Informing the employees about their daily tasks;
- Control the entire spa facility, as well as control of the technical correctness of the facility;
- Consistent communication and cooperation with the other departments that are directly involved in the operation of the spa facility;
- Cooperation with the suppliers and cosmetic companies;
- Organizing the work of the spa reception, booking on spa treatments, massage and lessons for swimming;
- Organizing training, and personally training have the spa staff that such a professional and training related to the personal development that professionals;
- Organizing a monthly meetings with employees regarding the current and future plans to the spa facility and the overall hotel;
- Administrative work linked in part to finance, marketing, planning, human resources, schedule of work;
- Creation of working relations between the employees and the building of team spirit;
- Motivating and leadership in times when it is most needed and important

**Products worked with:**

Elemis,Thalgo,

**February 2013 - November 2013 - Assistant Manager** at Festa Winter Palace Hotel & Spa”, Borovetc, Bulgaria, (5 Star Hotel Spa)

**Duties included:**

- Help and Support on the Spa employees and management in everyday activities;
- Booking of the treatments and organizing the work of the Spa reception;
- The provision of high quality services to clients in the spa facility;
- The provision of relevant information to the spa facility and the available services;
- Answer Questions and problems solving of customers;
- Addressing the misunderstandings and appeals to customers;
- Help and cooperation with the rest of Spa team to ensure impeccable stay of customers;
- Communication and cooperation with other sectors related to the spa facility;
- Handling and repair of the spa and fitness equipments;
- Maintenance on the spa premises, clean and a good working environment;
- In order to provide customers the security, comfort and well-being;
- Handling the daily briefings with staff;
- Compliance with local politicians and health and safety standards and regulations;
- The recording and tracking of all sales, the costs, wages and profits in the spa facility;
- Participation in marketing and promotional activities;
- Handling the training according to the needs of the market and the needs of the company.

**Products worked with:**

Apivita

**May 2012 - October 2012 - Recreation and Spa Supervisor** at Avra Imperial, Kolymbari, Greece, (5 Star Hotel Spa)

**Duties included:**

- Ensure all policies, procedures and standards are implemented, functional, and adhered to consistently;
- Support Spa manager in any administrative tasks.
- Reporting to the Spa Manager, any issues, whether internal or external that may affect the optimal functioning of the spa;
- Assist in communication between all departments that is necessary for the day to day operations to be successful.
- Assist Spa Reception, Inspect the spa treatment rooms, locker rooms, GYM and in-door pool for cleanliness and maintenance- resolve issues accordingly;
- Ensuring professional proficiency in all treatments offered in the menu, including: facials,massage, body treatments and current promotions.
- Adhering to standards required by Leading Spas of the World, including:

use guest name at least once during the treatment, b) advise the guest of the sequence of the treatment, c) explain treatment and procedure, d) prior to treatment, f) check whether the guest has any allergies or injuries;

- Ensure the highest standards of hygiene, cleanliness and tidiness in the treatment; rooms, changing facilities, wet areas, GYM, indoor pool and back of the house;
- Controlling the cost in every area of the spa without compromising the quality of service and products;
- Participating in ongoing training as organized by Hotel, to refine and upgrade skills;

**Products worked with:**

Germany d Cappycini

**June 2012 - September 2012 - Massage Therapist** at High Beach Hotel, Creta, Greece, (5 Star Hotel Spa)

**Duties included:**

- Provide individualized bodywork treatments that meet the clients' needs and expectations
- Obtain the basic medical history for a client, assesses any problems or conditions, and suggest appropriate therapy based on current health of client.
- Ensure clients feel welcome when they arrive for their appointments
- Uphold the standards of sanitation and sterilization as directed by law and the spa's policies and procedures
- Stock and maintain treatments rooms according to standard operating procedure
- Assists Spa in activities such as staff meetings, promotions, housekeeping duties
- Assists with washing and folding of all linens used in treatment rooms Arrives fifteen (15) minutes prior to scheduled work time
- Maintains and increases knowledge of bodywork treatments by attending in-house instruction, and education/training classes
- Assist in all areas of spa operation as requested by management.
- Maintain spa appearance and cleanliness Promote and up-sell products and services

**Products worked with:**

Germaine de Capuccini :cosmetic products facial tretmans,massage and rituals,body wrap ans scrap

**December 2009 - February 2012 - Massage Therapist** at Self employed, Bulgaria, Bulgaria, (Home/Mobile)

**Duties included:**

- Home services to clients with, various needs and demands
- Provide professional massage to clients with 25, 50 and 100 minute prior to appointment.
- Provide safe, suitable and effectual massage techniques.
- Provide body treatments and therapeutic massage services utilizing various modalities.
- Provide comfortable plus relaxing spa experience to all clients ensuring extreme safety for clients.

**Products worked with:**

Afrodita professional products,Babor

**January 2008 - October 2009 - Massage Therapist** at General hospital- department for physical therapy, Gevgelija, Macedonia, (Hospital / Medical Clinic)

**Duties included:**

- Follow established procedures pertaining to the care;
- Inform the office manager of low supply on any and all supplies needed to ensure for the smooth operation of the clinic;
- Assist patients in preparation for, during and at the conclusion of treatment, where time allows and as requested by clinical staff member;
- Perform treatment procedures predetermined for a patient by and under the direct supervision of the physical therapist.

**Education and Qualifications:**

## **2016 CIPTAC**

Level 3 or Certificate

Spa Management and Operations

- Spa Finances
- Spa Marketing
- Spa Staffing
- Spa Customer
- Spa Operations

## **2015 American Lodgin and Hotels Education**

Diploma Supervisor

Spa Supervisor

- You as a Supervisor
- Conducting Orientation and Training
- Leadership
- Handling Problems and Conflicts
- Motivation and Team Building
- Staffing and Scheduling
- Improving Employee Performance
- Effective Communication
- Time Managemen

## **2008 Aro-Sofija R.Bulgaria**

Diploma

Massage Therapist

- Spa therapy,
- Honey therapy,
- Stone massage,
- Sport massage,
- Swedish massage,
- Acupresura,
- Medical massages,
- Chocolate massage,
- Reflexology
- Anatomy and Physiology
- kinesiotherapy
- first aid
- Professional responsibility

Training includes

Manual therapy corrective gymnastics, post-isometric relaxations to muscles and groups, confused, of bruise, distorsive procedures and therapy, position imobilisation procedures, the passive disturbance, the mobilizations and the grip to perifer joints, part-reflective dislocation system of manual out of blocage traditional and unorthodox manual grips. The plan is on medical familiar faces and includes compulsory anatomy and physiology. The systems are included in facilitated output statuses Leviticus Applied medicative extra to the therapies investigations of ISPAM and ABMP /internationally approve of/ Aco -- the medicines cryogenic farmland of the product. Basis anatomy and physiology of the human body. Important procedures for relaxation, self massage, etc. Bases to aromatherapy, copper massage, limfodrenage, The used smells and the combinings. Copper plaster, honey mask, honey applique And Watering hole, health - detiksi-honey

## **Vocational Qualifications**

- Diploma for personal gym and fitness instructor, First Aid,
- Emotional Intelligence Evans Koutsianopoulos -Talent Development Manager Grand Heritage Hotel and Spa Academy-Doha
- Inter Departmental Communication Evans Koutsianoloulos-Talent Deveelopment Manager Grand Heritage Hotel and Spa Academy -Doha October 2015
- Finance and Accounting Renzo Cavalioty-General Menager Grand Heritage Hotel and Spa-Doha June 2014

## **Hobbies and Interests**

Swimming and gym are my favorite sports, and often i practice shooting with bow and playing chess.

