

# **Curriculum Vitae**

**Female**

**D.O.B. 05 September 1987**

**Number of years working in industry:**

**16 years 0 months**



**Candidate ID Number:** 31576

**Nationality:** Filipino

**Language Skills:**

Fluent: English

**Permitted to work in:** Philippines

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

## **Personal Statement**

With over 15 years of enriching experience in the hospitality industry, I am a passionate and driven professional who strives to deliver exceptional spa service and wellness initiatives. I have successfully spearheaded pre-opening properties by utilizing my innovative skills and curating experience and spa journeys for all stakeholders. With my background as a treatment trainer and provider, I have an in-depth understanding of the needs and demands of customers/guests, which fuels my eagerness to meet satisfaction. I am always keen to continuously learn new skills, explore challenges, and contribute to the growth and excellence of the property.

## **Employment History:**

**January 2024 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Al Khobar, Saudi Arabia, (5 Star Hotel Spa)

### **Duties included:**

To assist the Spa Director and Assistant Spa Manager in conducting the operations and administration of spa.

To supervise and provide training of the employees within the department, ensuring that the standards and methods of service are maintained as stated in the policy and procedure manual.

To provide departmental orientation to newly recruited staff.

To prepare the standard procedures of the spa treatments as required or as directed by Assistant Spa Manager or Spa Director.

To perform spa treatments as required to the highest possible standard while adhering to the standards prescribed in the training and policy and procedure manual.

To organize and perform therapies in rooms stocked and set up to the standards.

To provide service promptly, courteously and accurately.

To request, collect stock and supplies in accordance with the minimum stock levels.

To ensure the cleanliness and hygiene of the spa.

To ensure all equipment is well maintained and in safe condition.

To complete written prescriptions for guests whenever applicable.

To log all product recommendations.

To make sure all therapist always get the guest to fill in a medical form or spa consultation form.

To actively encourage upselling and linking selling of spa services.

To maintain a peaceful and harmonious environment within and external to the spa.

To record daily treatments and ensure daily therapist summary report has been updated and correct.

To complete daily therapist checklist.

To conduct a monthly spa inventory.

To attend training sessions whenever applicable to regularly update the knowledge and skills in the professional field.

#### MASSAGE TREATMENTS SKILLED WITH:

Moroccan Massage / Deep Tissue Massage

Foot Reflexology

Balinese Massage

Involved in overall planning, curating treatment journey and implementation of brand standard since hotel pre-opening.

- Overseeing the spa and recreation operations on daily basis, review and monitor DRR.
- Management and administration of the team (9 employees) with 4 different Nationalities
- Collaborating with S&M for marketing strategies, including creating an Instagram account for the spa and planning out the monthly activities on social media.
- Preparing monthly budget to drive business results and drive team to exceed targets.
- Ensure that company health, hygiene and safety standards are followed and implemented.
- Responsible for training of spa treatment protocols and booking system.
- Ensuring all treatments are carried out according to SOPs by effective training and coaching.
- Manage customer feedback effectively and provide guest service recovery when incidents/complaints.
- Monitor and support the team to achieve daily sales and practice efficient upselling.
- Monthly financial reporting and submitting KPIs to the Executive Leaders.
- Responsible for recruitment and hiring team members.
- Achieve cost-effectiveness and monitor expenses; Responsible for purchasing requests and monitoring stock levels.
- Monitoring all facilities are maintained and working; Responsible for FFEs OS&Es upkeep.

Skin Comfort (sensitive)

O2 Relax (dry &dehydrated)

Essential Eyes

#### BODY TREATMENTS SKILLED WITH:

Naturabisse ♦" Diamond Experience Body

Shiffah Hair and Body Treatments

Le Sens De Marrakesh Body Treatments

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

Thalgo

**October 2021 - December 2023 - Spa Manager** at Shangri-la Jeddah, Jeddah, Saudi Arabia, (5 Star Hotel Spa)

#### **Duties included:**

Spearheaded the pre-opening and responsible for the management and administration of the team (13 employees) with 7 different Nationalities

- Organization and planning of the spa activities and promotions.

- Overall responsibility of the spa operation and hands-on support (administration) to the kids' club and health club areas (gym and pool).
- Ensure that guest experience is proficient, including bookings, payments, and registration/consultation forms.
- Ensure that company health, hygiene, and safety standards are followed and implemented.
- Responsible for departmental training (therapists, receptionists, and supervisor's training).
- Manage customer feedback effectively and provide guest service recovery when incidents/complaints.
- Monitor and achieve daily sales and financial targets.
- Monthly financial reporting to the Resident Manager and General Manager.
- Involved in recruitment and hiring.
- Involved in purchasing and stockkeeping.
- Monitoring facilities and maintenance.

**Products worked with:**

Naturabisse

**April 2018 - October 2021 - Licensed Spa Therapist** at Shangr-la Mactan Resort and Spa, Cebu, Philippines, Philippines, (5 Star Hotel Spa)

**Duties included:**

Assigned in responsibilities in giving a 5-star spa experience and exceeding guests' expectations

Support in training the therapists for new treatments and SOP refresher trainings

Performing various treatments according to the CHI spa standards.

Assigned to making the spa appointments, greeting and welcoming, and escorting the guests and backup receptionists.

Supervising maintenance, upkeep, and cleanliness of the rooms and spa areas, assisting attendants when needed.

Perform other essential job-related duties as required.

**Products worked with:**

Pevonia

Zents

**September 2016 - February 2018 - Head Therapist** at Bab Al Qasr Hotel by Millenium and Copthorne, Abu Dhabi, UAE - United Arab Emirates, (5 Star Hotel Spa)

**Duties included:**

Assist the spa director with planning, organizing, and controlling the daily operation of the spa.

Set goals and standards to improve the spa business and be responsible for training spa therapists, attendants, and receptionists for protocols.

Supervise and assist team members to ensure guests known as repeat guests and other VIPs receive special attention and recognition.

Supervise and guide the team to ensure optimum sales techniques are used for the purpose of maximizing revenue.

Be knowledgeable and conduct daily colleague briefings about facilities, activities, equipment, services, and other pertinent information in order to provide guests with accurate information.

Supervise that appropriate standards of conduct, dress, hygiene, uniforms, appearance, and posture of departmental employees are maintained.

Ensure that customers are being provided high-standard services and all other treatments to the customer as per Standard Operation Procedures for the customer's maximum satisfaction. Ensure all guests have completed a positive health data form before the treatments.

Updating of spa menu standards regularly in accordance with the concept and profit.

Ensure the day-to-day safe and effective operation of standard hygiene in the treatment rooms and cleanliness of the spa. Maintain the therapy equipment and make sure preventive and recording procedures are followed.

Perform and carry out the entire task as required by the management team, including the maintenance of stock of spa products and items for the daily smooth operation of the spa.

Carry out all the daily tasks of spa operation on the off days and long leaves of the spa.

Keep up to date all the records, including utilization of therapists, monthly training program report, daily revenue report with individual revenue of the treatments, preventive maintenance, waste management, stock report, and monthly spa report.

Ensure the following treatments are being provided to the customer at the best level as standard operating procedures.

**Products worked with:**

Naturabisse, Le Sens de Marrakech, Shiffa, Charme de Orient

**Career Break - SURGERY**

**January 2011 - June 2015 - Senior Therapist** at Intercontinental Regency Bahrain, Manama, Bahrain, (5 Star Hotel Spa)

**Duties included:**

Reports to the assistant spa manager all related issues/concerns during the operation.

Prepare and submit monthly inventory, sales, and commission reports.

Train newly hired therapists with standards and protocols.

Supports receptionist tasks, including health club membership subscription and renewal.

Supervise colleagues with a daily checklist and ensure guests known as repeat guests and other VIPs receive special attention and recognition.

Supervise and guide the team to ensure optimum sales techniques are used for the purpose of maximizing revenue.

Be knowledgeable and conduct daily colleague briefings about facilities, activities, equipment, services, and other pertinent information in order to provide guests with accurate information.

Supervise that appropriate standards of conduct, dress, hygiene, uniforms, appearance, and posture of departmental employees are maintained.

Perform spa treatments and deliver the highest standards.

Ensure the following treatments are being provided to the customer at the best level as standard operating procedures.

Ensure the day-to-day safe and effective operation of standard hygiene in the treatment rooms and cleanliness of the spa. Maintain the therapy equipment and make sure preventive and recording procedures are followed.

**Products worked with:**

BrunoVassari

**July 2008 - December 2010 - Beauty Therapist** at Plantation Bay Resort and Spa, Philippines, Philippines, (5 Star Hotel Spa)

**Duties included:**

Assigned in responsibilities in giving a 5-star spa experience and unique plantation bay experience to the guests.

Performing various treatments according to the spa procedures. Provides an atmosphere of wellness and relaxation, making sure that guests are pampered throughout their experience.

Assigned to making the spa appointments, greeting and welcoming, and escorting the guests.

Maintain the cleanliness of the rooms and spa areas, assisting attendants when needed.

Perform other essential job-related duties as required.

## **Products worked with:**

Phytomer, Algotherm,

## **Education and Qualifications:**

### **2024**

Hilton Lead 1.1 and Hilton Lead 2.2 by Harvard Virtual Leadership Development Series

### **2023 Pacific International Beauty Institute, Indonesia**

CIDESCO

BEAUTY AND SPA MANAGEMENT

### **2008 Cebu City Medical Center College of Nursing**

Bachelor of Science in Nursing

### **2007 Pacific International Beauty Institute, Indonesia**

CIDESDO BEAUTY AND SPA MANAGEMENT

## **Vocational Qualifications**

- Proven expertise in pre-opening hotels and leading a team of spa and health club professionals.
- Lead by example: "Awarded as Star Staff by Forbes Travel Guide
- High attention to detail, quality, and cleanliness focused.
- Exceptional customer care skills, people-oriented, and organizational skills
- Knowledge of treatment protocol, equipment and facility standards, product lines, appointment systems and strategies, and reception desk systems.
- Knowledgeable in Book4time, Opera, POS, Check SCM, Oasys Payroll, and Microsoft Office, Guestpedia, Stay Experience platform
- Perform and train spa treatments and services if needed to support the therapists and receptionists.
- CIDESCO DIPLOMA Beauty and Spa Management
- First Aid Saudi Red Crescent Certification

## **Hobbies and Interests**

meditation, Reading, watching movie series and traveling

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

