

Curriculum Vitae

Female

Number of years working in industry:

10 years 11 months



Candidate ID Number: 32481

Nationality: Romanian

Language Skills:

Fluent: English, Romanian, Spanish

Basic: German

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

Position Sought: Spa Co-ordinator, Assistant Manager

Personal Statement

Motivated and eager to learn with a international oriented mindset

Interested in cultural diversity and how can it be combined in an organisation as a learning process

Ethical decision making and blind sports in framing at a managerial level

Organized and attentive to details

Set to understand processes and find ways to improve them on day to day operational level

interested in organizing new learning experiences and sharing knowledge

Seeking work in the UK and international locations

Employment History:

March 2016 - Present - Receptionist at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Responsible for taking bookings, enquiries, conducting tours around the facilities and general guest relation duties.

Responsible for maximizing spa revenue through managing reservations and promoting product sales.

Cashiering functions and helping therapists with the smooth operations

Providing guests with high level service standards in a truly luxurious spa setting and responding and anticipating guests needs

Products worked with:

Espa, Swiss Parfection, Maui, Georgia Louise, Valmont, Sodashi, Caudalie

September 2016 - Present - Spa Co-ordinator at Bulgari Hotel London, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Managing the delivery of spa services, including salon, skin care, fitness and wellness, massage, day programmes, reservations, reception desk and locker room areas.

- Managing Revenue and optimizing costs by maximizing the financial performance of the department.
- Creating and controlling departmental SOPs to continually improve guest and employee satisfaction
- Directing and working with the senior management team and employees to successfully execute all daily spa operations in an impeccable way.
- Driving the team to meet and exceed agreed revenue targets through a creative approach to delivering alternative programmes to core fitness-based schemes
- Liaising with other hotel departments such as Front Office, Finance, Purchasing, HR, Sales and Marketing, F&B, Engineering
- Responding to audits to ensure continual improvement is achieved
- Coordinating departmental Health and safety procedures and COSHH regulations
- Maintaining awareness of department security related to cash, stock and equipment and ensuring all department procedures are followed
- Managing spa team members to ensure high motivation, provision of high quality service and ongoing development

Achievements: Achieved a guest satisfaction level of 97% by managing customer feedback effectively to ensure continuous service improvement.

Increased ESPA Reservation audit score by 40% and overall score by 3% from April 2017 to August 2017

Awarded with Bulgari Gemstone for efficiency in November 2016 and 2 in March 2017 for consistency as well as giving that 10% extra.

Products worked with:

Espa, Swiss Perfection, Maui, IS Clinical, Georgia Louise

November 2015 - March 2016 - Receptionist at Cafe Royal, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Providing guests with unparalleled hospitality alongside the customer journey assisting them with their queries and unexpressed wishes.
 Providing advice and guidance on treatments, retail products and wellbeing classes
 Making bookings and dealing with membership queries
 Supporting the Spa Therapists in providing a truly luxurious spa experience

Products worked with:

Sodashi, Valmont

July 2015 - November 2015 - Receptionist at Stoke Park Country Club, Stoke Podges, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Daily check-in and check-out operational procedures
 Cashiering functions at beginning and end of shift
 Attending to all guest enquiries
 Ensuring that the guest experience is delivered according to Departmental Standard Operating Procedures

July 2014 - November 2014 - Spa Intern at Marques de Riscal A luxury Collection Hotel, Elciego, Spain, (5 Star Hotel Spa)

Duties included:

Responsible for showing and explaining guests the different installations in the Spa
 Responsible for selling spa treatments and Caudalie products
 Responsible for providing a clean and harmonic atmosphere
 Reception tasks and Programs (reservations, cancellations, billing)

Products worked with:

Caudalie

Career Break - Finishing Studies

Education and Qualifications:

2015 IMC FH Krems

MA

Health and Wellbeing Tourism

Sports and Outdoor Tourism

2015 IMC FH Krems

MA Degree Business and Management in Tourism Industry

Specialties: Health and Wellbeing Tourism

Sports and Outdoor Tourism

2013 Transylvania University Brasov

B.Eng Management in Tourism Industry

Hobbies and Interests

Reading, music, photography, cooking

CV created at www.spastaff.com

