

Curriculum Vitae

Male

D.O.B. 01 March 1983

Number of years working in industry:

19 years 6 months



Candidate ID Number: 33567

Nationality: Egyptian

Language Skills:

Fluent: English, Italian, Arabic

Basic: German, Russian

Permitted to work in: Egypt

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Senior Therapist, Massage Therapist

Personal Statement

Seeking work in national and international locations

Experienced Manager with a demonstrated history of working in the health wellness and fitness industry. Skilled in Microsoft Excel, Customer Service, Sales, Strategic Planning, and Customer Satisfaction. Strong professional graduated from Egyptian Physical Education

Employment History:

August 2006 - Present - Massage Therapist at (most recent employer hidden for confidentiality) Sharm el sheikh, Egypt., Egypt, (5 Star Hotel Spa)

Duties included:

- As a Physical masseur
- Massage Sales
- Messaging

SPA Manager at VIP Spa

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◦ Spa Manager

VIP Spa Group

Feb 2009 - Present

Sharm El Sheikh, South Sinai, Egypt

Massage therapist running the hall operation. • Provide secure and operational management of SPA • Recruitment at SPA in accordance with the departmental needs and standards • Manage and timely report on financial activities of SPA • Development of SPA programs and the price list • Maintain professional relationships with suppliers and team. • Maintain an update Spa Procedure Manual and ensure compliance. • Attend Management meetings and convey all relevant information throughout the Spa. • Control ongoing service and product margin analysis to ensure profitability. • Develop Spa's Marketing Strategy and ensure a consistent image is being portrayed. • Create ongoing in-house promotions and activities to stimulate sales, staff and customers. • Monitor customer satisfaction with surveys, focus groups and comment cards. • Develop and deliver credible, competitive, value-plus service to the customer. • Guide staff to become caring problem solvers, cooperative, accommodating and fair. • Effectively administer and monitor Staff Scheduling procedures. • Demonstrate an exceptional level of professionalism for the staff to emulate. • Develop and monitor Job Descriptions and Staff Goals Planning. • Perform Staff Evaluation Reports with proposed action

plans. • Participate in Staff training. Conduct internal training standards. • Responsible for fire safety in the SPA. • Provide conflict resolution with clients of SPA-complex.

- Supervision Health Club and Beauty Salon
- Reports preparation
- Income and Expenses
- Customer transactions
- Supervision the hall Operation
- Reports preparation
- Income and Expenses
- overall assessment

Products worked with:

Spa manager

Spa therapist

Massage

Health club

April 2010 - July 2021 - Spa Manager at Three brothers health club management , VIP Spa, Egypt, (5 Star Hotel Spa)

Duties included:

Massage therapist running the hall operation.

- Provide secure and operational management of SPA
- Recruitment at SPA in accordance with the departmental needs and standards
- Manage and timely report on financial activities of SPA
- Development of SPA programs and the price list
- Maintain professional relationships with suppliers and team.
- Maintain an update Spa Procedure Manual and ensure compliance.
- Attend Management meetings and convey all relevant information throughout the Spa.
- Control ongoing service and product margin analysis to ensure profitability.
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- Perform Staff Evaluation Reports with proposed action plans.
- Participate in Staff training. Conduct internal training standards.
- Responsible for fire safety in the SPA.
- Provide conflict resolution with clients of SPA-complex.

July 2014 - July 2021 - Spa Consultant at VIP Spa, Sharm El Sheikh, Egypt, (5 Star Hotel Spa)

Duties included:

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- Responsible for fire safety in the SPA.
- Provide conflict resolution with clients of SPA-complex.

Products worked with:

Spa Manager

Spa Therapist

Health Club

Massage

Education and Qualifications:

2010

Massage therapist running the hall operation.

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- Responsible for fire safety in the SPA.
- Provide conflict resolution with clients of SPA-complex.

2005 Al-Azhar University Cairo, Egypt Physical Education and Sports Bachelor (GPA) Good. 2005.

Bachelor (GPA) Good.

Body Treatments . all kind of Physical Education and Massage and Anatomy

Experienced Manager with a demonstrated history of working in the health wellness and fitness industry. Skilled in Microsoft Excel, Customer Service, Sales, Strategic Planning, and Customer Satisfaction. Strong professional graduated from Egyptian Physical Education.

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2005

4 years Bachelor Degree

Physical education and sports science

2005 Physical Education and Sports Sciences

Physical Education and Sports Sciences

Anatomy

CPR and First Aid

2005 Physical Education College

Physical Education and Sports Bachelor (GPA) Good. 2005.

Product Training:

June 2021

Non

Non

September 2015 all kind of Physical Education .

Degree Physical Education and Sports Bachelor (GPA) Good. 2005. CPR & First Aid
Cert

CPR

Vocational Qualifications

Windows – Word – Internet Skills.

Experienced Manager with a demonstrated history of working in the health wellness and fitness industry. Skilled in Microsoft Excel, Customer Service, Sales, Strategic Planning, and Customer Satisfaction. Strong professional graduated from Egyptian Physical Education.

Hobbies and Interests

Hospitality

Physical Education

VIP

Channel Handling

Health & Safety

Personnel Security

Sports Massage

Medical Massage

Shiatsu

Team Building

Public Speaking

CV created at www.spastaff.com

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