

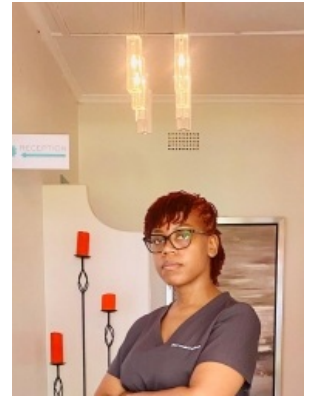
Curriculum Vitae

Female

D.O.B. 09 June 1983

Number of years working in industry:

16 years 10 months



Candidate ID Number: 39913

Nationality: Zimbabwean

Language Skills:

Fluent: English

Permitted to work in: Zimbabwe

Position Sought: Spa Consultant, Spa Director, Spa Manager, Head Therapist

Personal Statement

Practice love until you remember that you are love.

Seeking work in international locations and cruise ships

Employment History:

October 2019 - Present - Co-Owner & Founder at (most recent employer hidden for confidentiality) Harare, Zimbabwe, Zimbabwe, (Cruise Ship)

Duties included:

- Spa Staff Scheduling
- Budgets and Targets for Staff
- Organising Team Building Events
- Salaries
- Revenue sales and reporting
- Staff Performance assessments and evaluation
- Responsible for press correspondence
- Supervising public health and safety in the Spa areas.
- Stock control, buying and counting
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- Business Proposal write up for Lotus Wellness Spa
- Identifying project planning points, execution phases and implementation.
- Worked hand in hand with Co-Founder, supervising construction and building operations.
- Responsible for writing Standard Operating Procedures for Lotus Wellness Spa and implementation.
- Responsible for constructing and writing up marketing material for Lotus Wellness Spa.
- Supervised the construction of Social Media Pages and Website for Lotus Wellness Spa.
- To assign responsibilities to subordinates and to check their performance periodically.
- To ensure all client complaints, requests and enquiries on spa services are handled in an effective timely basis.
- Providing a unique experience and service to all Lotus Wellness Spa guests
- Provide detailed consultations with Lotus Wellness Spa guests to ensure their wellness experience during their stay is personalized by ensuring all staff members (Therapists) are well trained to execute same

standards.

- Continual development of Spa menu to ensure the guest experience remains fresh and regionally relevant
- Overseeing all departmental functions including short and long term planning, as well as day-to-day operations
- Ability to provide our guests with a variety of treatments at short notice
- Direct and manage guest service standards that are consistent with the Lotus Wellness Spa philosophy, integrity and ethics standards.
- Create a work environment that promotes teamwork, performance feedback, recognition, mutual respect, and employee satisfaction •
- Manage the Spa in the most efficient way, maximizing Spa occupancy and/or revenue in order to surpass budgeted objectives
- Maintain key contacts within the Spa industry to ensure a continued high profile of the Lotus Wellness Spa within niche markets
- Proactively seek to provide refined luxury service ensuring guest satisfaction Provide input and direction in the developments of the departments' budget
- Recruit and develop specialist Spa staff, maintain succession plans, and provide opportunities for staff to take on more responsibility
- Ensure constant compliance with company policies, and legal requirements Ensure adherence to guest service standards within established departmental policies and procedures
- Respond to guest service interactions in a professional and timely manner, achieving positive resolutions
- Participate in the research, development, evaluation, and implementation of new products, services, technology, and processes to ensure a competitive position in the market
- Evaluate staffing levels in accordance with business demand, providing recommendations for adjustments whenever possible.
- Own all requests and complaints; resolve issues immediately and follow up to ensure the guest's satisfaction
- Be knowledgeable of resort information to answer guest inquiries
- Identify and report defects throughout the Spa; notify Spa Director (Co-Founder) immediately of hazards, injuries, equipment or processes that may negatively affect the operations
- Ensure Spa property and equipment is properly used and maintained Protect and utilize Spa assets in a responsible and professional manner Review month to month financials and reports to determine gain or loss in profit margin and determine how to correct or justify
- Must also manage monthly activity of all inventories and monitor departmental expenditures
- Supervise staff to ensure they adhere to company policies and procedures as well as being alert to their duties and responsibilities
- Coordinate and conduct performance appraisals of the Spa staff in accordance with property and company guidelines and procedures
- Conduct regular staff meetings to ensure that communication is strong

Any other duties as required

Products worked with:

- Elemis
- La Therapy
- Skinverticals
- Sjal
- Red Flower
- Luzern
- Environment
- Hydropeptide
- Organic Phamarcy
- Environ

February 2013 - Present - Guest Services Specialist at Seabourn Cruises, Mediterranean & South America, (Cruise

Ship)

Duties included:

- - Handling all guests issues and resolving guest complaints in a swift manner
 - Compiling guest issues reports and forwarding them respectively to management.
 - Compiling guests' feedback and suggestions instantly with the purpose of meeting and exceeding guests /client expectation by providing solutions to any negative feedback.
 - Partly personal assistant to all guests by being available for them on a one on one basis, I would deal and resolve all issues concerning them as per their request, including shore side details related to their travels such as organizing flight details, immigration control clearance etc.
 - Organizing invitations for various events such special dinners, cocktail parties and many other celebrations e.g. anniversaries, birthdays etc.
 - Securing offshore appointments for guests personal travel and tours
 - Teamwork highly expected with other departments in order to excel in achieving expected desired results by guest such as working hand in hand with Executive housekeeper, Executive Chef, Spa Manager, Chief Engineer and the Hotel Director as well as the Cruise Director.
 - Rotational manning of telephone operations and also printing daily newspapers and correspondences to guest's suites.

Handling immigration and port clearance for guests.

Products worked with:

- Luzern
- Sjal
- Environ
- Red Flower

April 2009 - Present - Spa Manager at Steiner Transocean Spa Ltd, Mediterranean, (Cruise Ship)

Duties included:

- Carried all massage treatments offered by the Spa, Aroma stone Therapy, Body Exfoliations, Body Wraps
- Provided Facial Treatments, anti-ageing facials using the Elemis brand
- Provided weight loss detoxification treatments using the Ionithermie Brand
- Also carried out waxing Treatments, manicures and pedicures
- Performed many other duties as per Spa Manager's directive

Products worked with:

- Elemis
- Skinceuticals
- Latherapy
- Creative Nails Design
- Jou

February 2016 - September 2019 - Receptionist at Viking Cruise (Raison d'Etre 's LivNordic Spas), Mediterranean, South America, Baltic Seas, Asia, (Cruise Ship)

Duties included:

Majority of duties where computer skills based and Interpersonal Skills oriented. Duties breakdown is as follows:

- Handling all guests issues and resolving guest complaints in a swift manner
- Compiling guest issues reports and forwarding them respectively to management.
- Compiling guests' feedback and suggestions instantly with the purpose of meeting and exceeding guests /client expectation by providing solutions to any negative feedback.
- Partly personal assistant to all guests by being available for them on a one on one basis, I would deal and resolve all issues concerning them as per their request, including shore side details related to their travels such as organizing flight details, immigration control clearance etc.
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- Rotational manning of telephone operations and also printing daily newspapers and correspondences to guest's suites.
- Handling immigration and port clearance for guests.

March 2012 - January 2013 - Spa Manager at Canyon Ranch Spas Ltd, Mediterranean, Asia, Middle East, Australia, Newzealand, South America, North America, Carinean Islands, (Cruise Ship)

Duties included:

- Implement all corporate policies, procedures and complete required reports
- Maintain communication between the Spa & Corporate office pertaining all issues involved in running a Spa
- Review daily, all Spa appointment & schedules, ensuring budget is met.
- Oversee Spa, Salon, Gymnasium and other auxiliary services provided by the spa are running according to five star standard.
- In charge of Spa cleanliness, maintenance & repair, health & safety services involved in meeting public health regulations all over the world e.g. USPH, etc.
- Evaluate Spa operations on ongoing basis & develop timely solution to various operations problem that occur e.g. unsatisfied guest.
- Complete staff evaluations, supervise coach & train staff to ensure exceptional guest experience.
- Discipline & counsel staff as needed
- Handle all staff cash payouts
- Oversee all spa purchases & the process of payment for all invoices on a timely basis.
- Assist in ongoing guest promotions to increase services & product sales.
- Ensure spa rules & regulations are followed by guest and enforced by staff.
- Monitor inventory, incoming and outgoing to ensure business profits are gained and meeting budget projected.

Products worked with:

- Elemis
- Skinceuticals
- Latherapy
- Creative Nails Design
- Jou

Career Break - Job hunting

February 2012 - January 2013 - Beauty Therapist at Steiner Transoceans Ltd, 7 Seas, (Cruise Ship)

Duties included:

- Nail Technician duties consisting of Manicures, Pedicures and executing all artificial nail systems such as Acrylics and Gel Nails.
- Beauty Specialist duties, all facials inclusive of electrical facial treatments.
- All anti ageing treatments and facial enhancements therapies.
- Waxing, facial and body hair removal treatments.
- Massage therapies, inclusive of Hot Stone Therapies, Aromatherapy, Body Scrubs, Thai Poultice Massage and Bamboo Massage.
- Homecare and retail recommendations
- Guest Check Out

Products worked with:

- Implement all corporate policies, procedures and complete required reports
 - Maintain communication between the Spa & Corporate office pertaining all issues involved in running a Spa
 - Review daily, all Spa appointment & schedules, ensuring budget is met.
 - Oversee Spa, Salon, Gymnasium and other auxiliary services provided by the spa are running according to five star standard.
- Conducting Beauty Spa Treatments as expected.

In charge of Spa cleanliness, maintenance & repair, health & safety services involved in meeting public health regulations all over the world

Education and Qualifications:

2007 Cindys Beauty School Zimbabwe

CIDESCO; ITEC; NSI

- Beauty Specialist Diploma
- Massage & Body Specialist Diploma
- Nail Technician Diploma

2001 CITMA ZW

Certificate in Marketing (CIMA)

1998 St Paul's Musami High School

- Attained 7 GCSEs Ordinary Level
- Fashion and Fabrics: B
- English: C
- General Science: C
- Geography: C
- Agriculture: C
- History: C
- Shona : B

Product Training:

January
2009

Environ

Cindys Beauty school Harare Zimbabwe by Veronica Demou

Skin Care Face and Body

Vocational Qualifications

First Aid

Certificate in Marketing (CIMA)

CV created at www.spastaff.com

