

Curriculum Vitae

Male

D.O.B. 19 February 1982

Number of years working in industry:

17 years 6 months



Candidate ID Number: 45661

Nationality: Indian

Language Skills:

Fluent: English, Hindi

Basic: Mandarin, Arabic

Permitted to work in: India, China

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager

Personal Statement

Employment History:

March 2024 - Present - Operations Manager at (most recent employer hidden for confidentiality) Maldives , Maldives, (5 Star Hotel Spa)

Duties included:

Incharge of multiple outlets (Spas) operations.

Products worked with:

Elemis, Moringa Project

October 2021 - June 2023 - Spa Manager at The Ritz-Carlton , Pune, India, (5 Star Hotel Spa)

Duties included:

Post pandemic operation

Products worked with:

Gemology, Elemis, ESPA

July 2019 - June 2020 - Operations Manager at Mandara Spa Asia, Saigon, Vietnam, (5 Star Hotel Spa)

Duties included:

Responsible for all Vinpearl hotel & resort Akoya Spas (14 hotels) under Mandara Spa Asia Management in Danang, Nha Trang, Phu Quoc and HCM (Saigon) in Vietnam.

Monthly Spa audit visit to all 14 hotels to ensure the brand standard (SOP), hygiene, maintenance, revenue and promotional support.

Manage and supervise operations, oversee development and training of Managers and staff, ensuring guest experience is maximized, drive revenue, propose and manage marketing activities.

Lead short, medium- and long-term planning on issues such as staffing, manager development, marketing & sales strategies, operational goals.

Responsible for maintaining relationships between Mandara Spa and Host Hotels.

Products worked with:

n/a

January 2019 - May 2019 - Spa Manager at The Leela Mumbai, Mumbai, India, (5 Star Hotel Spa)

Duties included:

In charge of Spa & wellness Section, operations, marketing, recruiting, budgeting and promoting the brand The Imperial Tower and Blu estate and Club exclusive residential area managed by The Leela.
Maintain the service audit by LQA and ESPA international.

Products worked with:

n/a

June 2016 - June 2018 - Spa Manager at Grand Bay Hotel Beijing, Miyun, Beijing, China, (5 Star Hotel Spa)

Duties included:

Achieved (HHOW) Healing Hotel Of the World first premium membership in China on May 2017.
Communicate directly with CEO Ms Anne Bining (HHOW) for all the criteria implementation, packages, and workshops.
Working closely with HHOW (just breathe online magazine) providing all the contents and promotional material to publish at HHOW website.
Recruiting local and expat (Ayurveda Doctor, Indonesian therapists, Indian Yogi and Visiting practitioners from all over the world).
Created Healing Centre concepts, design menu, and developed healing packages (Detox, Yoga, Ayurveda, wellness, de-stress, fitness and worked closely with executive chef for wellness cuisines.
Developed Brand Standard, SOP, and P&P for Healing Centre.
Worked closely with construction/project team and provided specific structure needed for operations (Pre opening).

Products worked with:

ESPA, ADS, Working on Comfort Zone

July 2014 - April 2016 - Spa Manager at Barnley Hotel Xian, Xian, China, China, (5 Star Hotel Spa)

Duties included:

Direct report to GM and owner.
Achieved all Spa related brand changing activity within the time frame which include new Spa concept, new menu designing, new product selection matching with the spa concept, new SOP & P&P.
Marketing activity and promotion plan on quarterly basis.
Create new membership criteria, hold membership activity, follow up to retain members and provide membership benefits.
Monthly KPI reports on utilization of treatment rooms, therapist hours, retail area, low and peak hours, treatment consumptions, etc.
Host local hygiene bureau to check Spa, swimming pool water quality, safety and hygiene.
Trained therapists on new treatments such as Signature massage, Aromatherapy, Hot stone and Facial.
Lead, develop and motivate team members, empowered them to take decision independently.

Products worked with:

Aromatherapy Association

January 2013 - July 2014 - Spa Manager at Hyatt Regency Chongqing, Chongqing, China, (5 Star Hotel Spa)

Duties included:

Implemented brand standard of Hyatt in all the areas.

Followed up critical path format designed by Hyatt brand to finish the project on time.

Created HENG (balance) concept for Spa and design menu as per brand standard.

Created SOH and P&P in all related areas as per brand standard.

Did Market survey on Spa competitors to determine prices & packages on the menu.

Create Spa business plan and budget with finance.

Welcome VIP guest personally, show them Spa area, explain in detail the facilities and services

Followed up with KPI and action plan to improve weaker areas in terms of revenue and services.

Invited local Medias and VIPs on Spa opening.

Exceeded Fitness membership budget within first year of opening.

Products worked with:

Aromatherapy Association

July 2011 - January 2013 - Spa Manager at Royal Zanzibar Beach Resort, Zanzibar, Tanzania, (5 Star Hotel Spa)

Duties included:

Direct report to GM and owner

In charged of Spa operation, assigned to take over Spa from outsource company

Took over Spa from outsource company bring small changes within the department to generate more revenue

Conducted monthly inventory, P&L, purchase, and marketing within the property.

Created new seasonal packages for in house guests and promoted within the property.

Products worked with:

n/a

Career Break - Job hunting

April 2008 - November 2010 - Assistant Manager at Corinthia International, Khartoum, Sudan, (5 Star Hotel Spa)

Duties included:

Assisted Spa Director with all pre opening related tasks.

Hands on training to all therapists, receptionist, attendants, instructors and hair dressers

Assisted Spa Director on creating membership criteria.

Supervised all the area daily and follow up with maintenance and cleanliness

Attend meetings in absence of Spa Director

Maintain weekly and monthly requisition to avoid un wanted expenses

Consulted guests with their special needs and assist in filling membership form

Hosted Squash tournament sponsored by ZAIN.

Products worked with:

Declore

August 2007 - April 2008 - Senior Therapist at Radisson Plaza Resort and Spa Kumarakom, Kumarakom, kerela, India, (5 Star Hotel Spa)

Duties included:

- Assisted Spa manager on day-to-day operation.
- Consulted and provide quality treatment to all guests
- In charged of store, requisition, trainings, duty roster, inventory and linen movements.
- Assisted reception on bookings and enquiries from guest.
- Assisted guest orientation on Spa facilities

Products worked with:

Pevonia

December 2004 - August 2007 - Holistic Therapist at Ananda In The Himalayas, Narandra Nagar, Uttrakhand, India, (5 Star Hotel Spa)

Duties included:

- Joined as a Spa trainee and later continue as a therapist.
- Took care allocated rooms which rotate on monthly basis among team members
- In charged of store and requisition
- Assisted Spa reception, lockers and pool area.
- Provided all Ananda western and Ayurvedic treatments to guests as per SOPs
- Attended all trainings provided by company within the property.

Products worked with:

ESPA

Education and Qualifications:

- 2016 Ontario**
 - CIBTEC
 - Spa manangement Spas2b
- 2016 ACI Nairobi**
 - ITEC
- 2002 NEHU**
 - Graduate (BA)
- 2002 Morning Star College**

Product Training:

- October 2024**
 - Moringa Project**
 - Maldives

In house training

Facial, body oils

May 2006 **Espa**

Ananda in the Himalayas

Vocational Qualifications

STCW

CV created at www.spastaff.com

