

Curriculum Vitae

Female

D.O.B. 13 September 1987

Number of years working in industry: 10 years 1 month

Candidate ID Number: 55822

Nationality: Tunisian, Tunisian

Language Skills:

Fluent: English, French, Russian

Permitted to work in: Tunisia, Saudi Arabia

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Treatment Manager / Spa Trainer, Retail Professional, Membership Sales Professional

Personal Statement

Self motivation

Team work

Seeking work in international locations and cruise ships

Employment History:

November 2019 - Present - Spa Manager at (most recent employer hidden for confidentiality) Jeddah KSA, Saudi Arabia, (Health Club)

Duties included:

Responsible for management of Spa operations and its employees

- Main person in charge of the Spa. Delegate roles/tasks as appropriate including ensuring alternative person in charge during their absence.
- Undertake medium range planning on issues such as occupancy forecasting, staff scheduling, self and employee development.
- Set example and be the professional 'face' of Mandara, especially in relations with guests and Host Hotel.

Oversee daily operations and employees

- Ensure correct number of employees rostered on duty on daily basis for all positions, clearly written and posted in timely manner.
- Ensure all rostered staff are on duty, report any discrepancy and organize replacement for absentees as needed.
- Oversee flexibility of hourly scheduling of staff to maximize productivity and meet demand for services - ensure no guests turned away.
- Oversee and manage stocks of products, retail and equipment. Make requisitions, record loss and breakage in accordance with standard procedures.
- Maintain communication with employees by conducting daily briefings and at least monthly communication meetings.
- Maintain timely and appropriate communication with Asst. Spa Manager (if applicable) and senior Operations/Corporate Office employee.
- All enquiries, including emails (internal and external) must be attended to and replied within 24 hours. If extended time is required, a reply or notification should be sent to inform the other party.

Revenue focus

- Know and communicate to employee daily and projected revenue targets for treatments and retail, creating revenue generating culture.
- Develop relationship and meet weekly with Host Hotel Sales team. Liaise on Sales initiatives and link with Hotel's special events.

- Sell retail and up-sell treatments. Model and teach selling skills to employees. Ensure retail displays comply with Mandara standards.
- Monitor use of 'complimentary' treatments.
- To keep updated on travel agent/tour operator agreements, Host Hotel agreement or special rates accorded and all spa promotions.

Monitor and maintain standards to ensure guest satisfaction

- Maintain up to date knowledge of and compliance with Mandara Spa procedures.
- Ensure spa cleanliness is maintained, all equipment and facilities maintained to required standards. Promptly organise repairs/replacements where required.
- Monitor and maintain standards of employee grooming, guest relations skills, treatment explanations and telephone communication.
- Monitor and develop employee's selling and up-selling abilities.
- Ensure all product and retail items are correctly stored and within use-by date. Dispose of expired items in accordance with guidelines provided.
- Responsible for ensuring all guest complaints are satisfactorily resolved and setting example on complaint handling for employees.
- To monthly receive spa treatments from Therapists and evaluate performance.
- Ensure extra care and attention given to VVIP designated by Host Hotel or Mandara Spa and all travel industry or media members.

Responsible for Performance Culture

- Use tools such as 'Spa of the Month' and 'Employee of the Month' and team meetings to motivate and guide individual and team performance.
- Model appropriate attitudes and behaviour for Asst Spa Manager and employees. Give frequent feedback on performance; coaching and counselling as required.
- Take responsibility for own development through active participation in Spa Manager's Meeting or any development program.
- Undertake performance evaluations of employees and Asst Spa Manager (with Operations Manager, where applicable).
- Organize orientation and on-the-job training for new employee as needed.
- Monitor and manage inventory of spa supplies, including linen, product, retail, equipment, to minimize loss and wastage.

Responsible for proactively coordinating and maintaining positive relations with Host Hotel

- Assist in coordination of spa operations with all Host Hotel departments; including Maintenance, Housekeeping and special projects that may be assigned, educate hotel employees in answering queries about spa services.
- Advocate spa issues/needs with relevant personnel in Host Hotel and elevate issues to the General Manager as necessary for their satisfactory resolution.
- Attend hotel morning briefings (where required) and communicate relevant issues to Spa employees and Corporate Office as needed.

Safety and Security

- Understand all fire, safety, emergency and evacuation procedures and ensure all employees are aware as well.
- Initiate action to correct a hazardous situation immediately when it occurs and notify associates of potential danger.

Reporting

- Compile and submit reports as required in a timely manner, eg. Finance, personnel, inventories, spa operations, guest complaints/comments, incident, loss and breakage, sales and marketing.

Products worked with:

Margaret Dabbs, ELEMIS, Mandara, Alessandro, Charm D'Orient, Guino, Carita, Thalgo, Dr Reno, Gentlemen Toning, Ling , Cryotherapy. Vella shape III

January 2018 - November 2019 - Spa Manager at Royal Greens Golf and Country Club, Jeddah, Saudi Arabia, (Health Club)

Duties included:

Responsible for management of Spa operations and its employees

- Main person in charge of the Spa. Delegate roles/tasks as appropriate including ensuring alternative person in charge during their absence.
- Undertake medium range planning on issues such as occupancy forecasting, staff scheduling, self and employee development.
- Set example and be the professional 'face' of Mandara, especially in relations with guests and Host Hotel.

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November 2016 - December 2017 - Assistant Manager at Curve Hotel by Ezdan Qatar , Doha Qatar, Qatar, (5 Star Hotel Spa)

Duties included:

- To ensure the smooth running of the day-to-day operations of the spa and recreation department, be able to manage and facilitate the proper tracking of guests and members.
- Preparing CAPEX and P&l for Recreation Department Monthly.
- Preparing Monthly training calendar for recreation team.
- Work with the team to maintain a warm welcoming and friendly atmosphere, ensuring guest courtesy is to the highest standards at all times.
- Confidently coordinate all administrative duties and organize all staff schedules as required, to best suit the operational requirements.
- Analysis revenue data, sales & marketing figures, member usage and retention information to report progress and create action plans to counter any negative areas.
- To coordinate with all Spa & Recreation team members in ensuring that all recreation department fire, life and safety procedures, as well as rules & regulations are strictly observed by all.
- Promote enthusiastically all classes, activities, retail sales, pool bar & services that are offered in the Spa & Recreation department.
- To address any inquiries and complaints with knowledge, accuracy and confidence.
- Lead the development of the department regarding new products and service standards.
- Coordinate with the engineering department for all maintenance work to be done in any area of the sports club. Also oversee the regular maintenance of all gym equipment ensuring all service contracts are completed.
- Recruit staff who reflect Spa & Recreation standards in line with company procedures
- Assist all colleagues within the department by helping them to develop in their role and encourage them with their self-development.
- Attend and input at management meetings as required.
- Report to Room Division Manager and GM

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December 2015 - November 2016 - Assistant Manager at Double Tree By Hilton, Doha, Qatar, (5 Star Hotel Spa)

Duties included:

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- Preparing CAPEX and P&l for Recreation Department Monthly.
- Preparing Monthly training calendar for recreation team.
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Education and Qualifications:

2012 Tunisia

Diploma

Spa Management

2010 INFA Aacademy

Platinum & Gold Diploma of Facial and Body

Product Training:

March 2018 **ELEMIS - Mandara - Margaret Dabbs - Thalgo - Carita - Charm Dorient - Les Senses de Marakech -**
Tunisia - Dubai - Qatar - KSA
Facial & Body and Nails treatments

Vocational Qualifications

I have nursing Diploma

Laser & IPL for hair removal Diploma

Hobbies and Interests

yoga

CV created at www.spastaff.com

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