

Curriculum Vitae

Male

D.O.B. 01 June 1989

Number of years working in industry:

11 years 9 months



Candidate ID Number: 68003

Nationality: Egyptian

Language Skills:

Fluent: English, Arabic

Basic: Russian

Permitted to work in: Qatar

Position Sought: Spa Consultant, Regional Senior Manager, Spa Manager, Assistant Manager, Receptionist, Area Sales Representative, Membership Sales Professional, Recreation

Personal Statement

Hard-working professional with more than 9 years of experience and proven knowledge of Sports & Recreation and Gym & Wellness and Safety instruction to leverage my skills to successfully fill the Spa & Recreation Role

Employment History:

November 2022 - Present - SPA Manager at (most recent employer hidden for confidentiality) Dubai UAE, Qatar, (5 Star Hotel Spa)

Duties included:

- Responsible for a team of 20+ in a 10-treatment room spa including gym area, facilities with sauna, steam room, Jacuzzi, and 2 hammams.
- Maintain and ensure spa utilities, and meet corporate standards and operating procedures.
- Control ongoing service and product margin analysis to ensure profitability, and established spa budgets and financial goals.
- Successfully initiated and implemented a higher level of expectation of service which resulted in a higher guest list and higher revenue.
- Redesigned and implemented a focus on retail sales initiatives.

Plan all operational budgets and revenue projections, and implemented inventory controls.

Prepare annual marketing activities and follow up in support of the budget. Create seasonal, strategic, and targeted offers to enhance visibility and generate revenue.

Products worked with:

La Sultan Da Saba - France Brand

Hydropeptied - USA Brand

Vagheggi - Italt Brand

Nashi Argan - Italy Brand

December 2024 - December 2024 - Operation Manager at Anjana Spa, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Anjana SPA Dubai & Abu Dhabi

Products worked with:

Anjana SPA Dubai & Abu Dhabi

April 2019 - October 2020 - Assistant Manager at Wyndham Doha Hotel, Doha, Qatar, (5 Star Hotel Spa)**Duties included:**

- Managed Spa & Recreation operations in 2 locations with 25 staff.
- Managed day-to-day operations along with pre-sales, after-sales, and delivering the ultimate experience.
- Training of all employees.

Established SOA, leadership evaluations along with hiring processes.

Financially, consolidated business plans together with P/L function, dealing with local Banks and cards, sponsorships, and suppliers

Career Break - Training - industry-related**January 2014 - December 2018 - Assistant Manager** at Hilton Doha Hotel Resort, Doha, Qatar, (5 Star Hotel Spa)**Duties included:**

- Assisting the Spa & Recreation Manager & fitness centers within 5-star hotels. All projects included a total of 20 staff hired by our company.

- Managed the complete wellness operations; including creating and establishing the property business unit on defined target markets.
- Coordinate budget plans, set goals, and develop strategies to ensure success both for the company and the employees.
- Managed daily business operations and procedures such as preparing payroll, staff hiring and correspondence, scheduling, taking inventory and ordering supplies, and monitoring/coaching staff.
- Established budgetary controls, and inventory procedures, and modified pay structure to increase the spa's profitability.
- Create memorable guest experiences, inventory procedures, and modified pay structure to increase the get involved in the local community.

Take an active part in any investments required including architectural designs if projects are in the construction phase or renewal period.

Career Break - Traveling**Education and Qualifications:****2020****2017**

CIDESCO certificate

Degree • IGI Hotel Management, Egypt

Diploma • SPA Management

CIDESCO

Lifeguard • Training with certificate. First Aid • Training with certificate. Coaching • Training with certificate
Customer Services & Leadership

2017 Qatar Dubai Egypt

Courses » Spa Management » Lifeguard Training » Customer Relationships / » Call center 2015-2018 »
Leisure/Airline - 2015 Sales Incentive Plan Acknowledgement 2018 » Business Travel Sales (Hilton University)
2018 » Cabin C

Experienced and passionate Spa Manager with a proven track record in delivering exceptional customer service and driving business growth. Skilled in providing a wide range of high-quality treatments and ensuring the cleanliness and hygiene of treatment areas. Proactive team player with a strong work ethic and a dedication to creating a fantastic experience for clients. Seeking an opportunity to contribute to a renowned spa and further enhance my skills and expertise.

2008 IGI

EDUCATION

IGI Tourism & Hotels High Institution Bachelor of Tourism 2008 Egypt

ICDL 2006

» Microsoft Office√ Spa Booker/ Spa Patron√ Spa Lapis √ Outlook √

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Vocational Qualifications

yes

Hobbies and Interests

1- Gym and sport

2- Yoga

3- Playing Football

4- Games

More

CV created at www.spastaff.com

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