

Curriculum Vitae

Male

D.O.B. 16 October 1991

Number of years working in industry:

15 years 8 months



Candidate ID Number: 69387

Nationality: Indian

Language Skills:

Fluent: English, Hindi, Thamil, Malayalam

Basic: Arabic

Permitted to work in: India

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Massage Therapist

Personal Statement

Seeking work in international locations and cruise ships

Employment History:

June 2010 - Present - Assistant Manager at (most recent employer hidden for confidentiality) Kuwait , Kuwait, (5 Star Hotel Spa)

Duties included:

supervising and coordinating activities of employees delivering spa services

Focuses on ensuring guest and employee satisfaction and achieving the operating budget.

Interacts with guests to obtain feedback on product quality and service levels.

Handles guest problems and complaints.

Empowers employees to provide excellent customer service.

Emphasizes guest satisfaction during all departmental meetings and focusing on continuous improvement.

Supporting Management of Spa Operations and Budgets

Manages supplies and equipment inventories within budget

Maintains cleanliness of spa and related areas and equipment

Understands the impact of department's operations on the overall property financial goals and objectives and managing to achieve or exceed budgeted goals

Observes service behaviors of employees and providing feedback to individuals

Reviews comment cards and guest satisfaction results with employees

Celebrates successes and publicly recognizes the contributions of team members

Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process

Products worked with:

Thalgo
elemies
Aromatherapy Associates
June Jacobs
Kerastin Floraine
Biologique Recherche
Matis

June 2010 - Present - Assistant Manager at Ritz Carlton hotels , Krabi Thailand , Thailand, (5 Star Hotel Spa)

Duties included:

supervising and coordinating activities of employees delivering spa services
Focuses on ensuring guest and employee satisfaction and achieving the operating budget.
Interacts with guests to obtain feedback on product quality and service levels.
Handles guest problems and complaints.
Empowers employees to provide excellent customer service.
Emphasizes guest satisfaction during all departmental meetings and focusing on continuous improvement.
Supporting Management of Spa Operations and Budgets
Manages supplies and equipment inventories within budget
Maintains cleanliness of spa and related areas and equipment
Understands the impact of department's operations on the overall property financial goals and objectives and managing to achieve or exceed budgeted goals
Observes service behaviors of employees and providing feedback to individuals
Reviews comment cards and guest satisfaction results with employees
Celebrates successes and publicly recognizes the contributions of team members
Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process

Products worked with:

Thalgo
elemies
Aromatherapy Associates
June Jacobs
Kerastin Floraine
Biologique Recherche

November 2020 - Present - Assistant Manager at westin hotels , chennai, india, India, (5 Star Hotel Spa)

Duties included:

Oversing the entire operation of the spa and fitness center and swimming pool

Products worked with:

October 2019 - Present - Assistant Manager at Ritz Carlton hotels , Krabi Thailand , Thailand, (5 Star Hotel Spa)

Duties included:

supervising and coordinating activities of employees delivering spa services

Focuses on ensuring guest and employee satisfaction and achieving the operating budget.

Interacts with guests to obtain feedback on product quality and service levels.

Handles guest problems and complaints.

Empowers employees to provide excellent customer service.

Emphasizes guest satisfaction during all departmental meetings and focusing on continuous improvement.

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Products worked with:

Thalgo

elemies

Aromatherapy Associates

June Jacobs

Kerastin Floraine

Biologique Recherche

Education and Qualifications:

2010 Sahyadri institute in Peermade, Kerala, India

spa administration and management

body anatomy and phisiology

ayurveda

yoga and wellness

2010 Indira Gandhi national open university

diploma

diploma in spa therapies

2010 Sahyadri institute

Vocational Qualifications

first aid

Hobbies and Interests

yoga

CV created at www.spastaff.com

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