

Curriculum Vitae

Male

D.O.B. 31 August 1971

Number of years working in industry:

4 years 4 months



Candidate ID Number: 86143

Nationality: British, Canadian

Language Skills:

Fluent: English

Basic: Czech, Spanish, French

Permitted to work in: Canada, UK - United Kingdom

Position Sought: Spa Director, Spa Manager

Personal Statement

I am an efficient and energized Management professional with 15+ years of leadership experience enthusiastically looking for a new challenge in a leading property. Previous international experience in Spa hospitality operations along with a passion for a positive work environment & financial success will be a great benefit to any elite organization in search of a dynamic, communicative and structured leader.

Passionate about customer and colleague care, enthusiasm and communication, respecting others and uniting teams as we aim to achieve goals as a team.

Seeking work in national and international locations

Employment History:

January 2020 - September 2020 - Spa and Leisure Manager at (most recent employer hidden for confidentiality)
Aberdeenshire, Scotland, UK - United Kingdom, (Hotel Spa)

Duties included:

As an amiable and personable team leader, duties include successful operation and productivity in externally housed multi-department revenue center of 151-room countryside hotel. Restructured service standards focusing on sequence of service and a personable, amiable approach.

Specific responsibilities undertaken are as follows:

- Hiring, training & coaching of receptionists, therapists, bistro servers and housekeepers.
- Composed, enforced and optimized Spa policies to maintain efficiency and uniformity.
- Implemented SOP, training and incentive plans for all colleagues.
- Increased hands-on roles for Supervisory & Management - reducing payroll by 12%.
- Streamlining extensive Spa treatment & F&B menus allowing easier workload for all teams involved.
- Cultivated positive relationships with members by joining and interacting during fitness classes.
- Increased knowledge for Spa reception team by adding water testing technical responsibilities.
- Reporting of financial figures and forecast to ownership group.
- Attending and occasionally leading daily and weekly operations meetings.
- Streamlining laundry service - reducing needless costs.
- Explained use of exercise equipment to all participants, prioritizing safety at all times.

Products worked with:

- Elemis
- Thalgo

May 2019 - January 2020 - Spa Director at Corinthia Hotel Budapest, Budapest, Hungary, (5 Star Hotel Spa)

Duties included:

- Recruited, hired, trained and led a team of 25 -35 associates.
- Orchestrated & directed spa operations, including guest service, budgeting, statistical analysis of P&L, membership structure and retail sales.
- Managed departmental relationships, contract negotiation, FLHSS and all hotel protocols.
- Created and implemented new employee orientation program; including SOP programs, incentive programs and trained them in policies, procedures and team building.

Leading a strong team of 25+ in Budapest, main focuses and accomplishments in this grand 5* hotel included;

- Streamlining operations and prioritizing tasks, allowing for a gradual increase in revenue and decrease in costs to be seen in coming years.
- Massage Treatments - Hiring and training further therapists to meet demands and maximize revenue. Results in increased occupancy of our 12 treatment rooms.
- ESPA - Introduction of further sales techniques and order streamlining to further boost retail sales and reduce costs.
- Attending daily, weekly and monthly HOD/P&L meetings.
- Hotel Duty Manager once weekly / one weekend bi-monthly.
- Revenue production - Various means being taken to increase revenue - local marketing, revenue sharing among therapists and in-house promotions.
- Cost Control - reduction of excess stock along with introduction of alternate suppliers helped in this key area.
- Housekeeping - implementing new daily and weekly HK schedules to a large Spa that needed focus.
- Directed all day-to-day operations of 2,300 sqm Spa facilities including swimming pool, fitness center, 2 whirlpools, 2 saunas, 2 Jacuzzi's, 10 treatment rooms and 4 changing rooms.
- Administered all financial areas including payroll, accounting and purchasing.

Products worked with:

- ESPA

May 2016 - May 2019 - Spa Manager at Corinthia Hotel Prague, Prague, Czech Republic, (5 Star Hotel Spa)

Duties included:

Managed Prague's most attractive and elite Spa & Wellness Centres on the 25th and 26th floors of 550-room Corinthia Hotel Prague. Cared for 280 (avg) guests daily; combination of Hotel Guests, Private Members and Corporate Members.

Throughout my tenure at this two-floor, 1,800sqm Spa, Fitness & Wellness Centre, targets achieved were;

- Team retention - low turnover due to respectful and positive working relationships.
- Increased revenue - membership drives and in-house promotions.
- Reduced costs by 7% - sourcing of newer, more economical suppliers without jeopardizing 5* quality.
- Reduced payroll - brought in 4 Interns to assist.
- Achieved NP Budget - +8% in both YR 1&2.
- Significant changes to the administration, accounts payable and Spa operation were made with beneficial impact.
- Responsibilities included;
- Hands-on day-to-day operation of multi-faceted 1,800sqm. Spa operation including rooftop swimming pool, 2 saunas, 2 steam rooms, 2 changing rooms and immense fitness centre.
- Negotiating member and supplier contracts for better of hotel.
- Implemented new membership program that added revenue.
- Coached / trained reception & therapist teams to meet LQA standards.
- Implemented new SOP program - increased guest relations and housekeeping standards focal points.
- Worked with multiple suppliers to identify cost savings opportunities resulting in expense reduction.,

Products worked with:

- ESPA
- Biences

Education and Qualifications:

2006 University of British Columbia

Bachelor

Product Training:

January 2019 ESPA

ESPA London.

Basics regarding ingredients of products and selling tips at retail level.

Vocational Qualifications

- IT (Microsoft Office)
- First Aid - Level 1&2

Hobbies and Interests

- Fitness
- Running
- Hockey

CV created at www.spastaff.com

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