**CURRICULUM VITAE**

Career profile

I am a professionally qualified spa therapist with twelve years spa experience. My career has spanned three countries, England, Egypt and Morocco. I am genuinely committed to delivering an excellent spa experience first time, every time to all my clients. I understand the holistic benefits of massage to enhance relaxation and wellbeing. I am committed to personal development and continuous improvement of my chosen career through training and hands on experience.

In September 2013 I accepted the challenge to progress from spa therapist to spa manager. I worked at the prestigious Amanjena Hotel in Marrakech on a one year contract. I am blessed to have had the opportunity to professionally manage a spa of such high calibre. My ground level knowledge empowered me to observe areas of improvement and instigate change. I introduced a training programme to increase productivity and encourage positive thinking amongst my staff. I firmly believe that happy, motivated employees are the heart beat to a successful organisation.

Key skills and competencies

* Manage a spa and associated tasks including budgets, staffing and resourcing issues, training, stock control, performance targets and health and safety.
* Provide a range of massage therapies including deep tissue, Swedish, sports, Thai, hot stone.
* First aid and National Rescue trained.
* I have excellent knowledge of the tourist industry. I understand how a client’s spa experience can have a direct impact on their opinion of a hotel or even a country as a whole.
* Ensure spa and leisure facilities are maintained to a high standard
* Cover the spa reception / full knowledge of reception duties
* Professional and clear communication skills both verbal and in writing

Employment history

**November 2015**

Lead therapist four seasons hotel Hampshire , England

**January 2015**

Spa therapist four seasons hotel Hampshire, England

Since joining the four seasons family in January I have embraced the new products and treatments of the spa ,

I attended the informative ESPA training course, I now have knowledge of ESPA products and their benefits,

I was selected by spa director to create and develop a new summer spa treatment using the 'summer down mint' product, This has been a welcomed addition to the range of relaxing Massage and spa packages

I am proud to be regularly acknowledged by positive guest praise. The following comments have been received in the recent weeks ( I would like to thank you for recommending Ahmed as my masseurs, he was one of the nicest people I’ve met in awhile and extremely good at his job, it was without doubt the best massage I’ve ever had – Ahmed masseur is fantastic , would recommended him highly )

During my time at the Hampshire spa I have been encouraged to develop my professional skills and nurture my desire to excel in all I achieve and to progress in my career

**September 2013 to August 2014**

Spa Manager at the Amanjena Hotel – Marrakech (Morocco)

As a member of the hotel senior management team I had sole responsibility for the smooth and efficient day to day running of the spa and management of seven spa staff. I attended daily management meetings whereby I raised important events, daily treatment bookings, maintenance issues and what plans I had in place to keep the spa on financial track.

Following the meeting, I had hands on responsibility for ensuring high standards of cleanliness in the spa. I discussed with my team the daily treatment schedule ensuring each therapist understood their daily tasks. I welcomed the guests to the spa and promoted a positive experience before during and after treatment. I arranged for agency staff to cover busy periods as and when necessary. My day was completed at 10pm with an email to the hotel manager advising of the day’s events and the following day’s schedule, highlighting any concerns.

**Main achievement**: I increased productivity by 20% in my first three months. This was achieved by observing existing working practices and not being afraid to challenge and improve them by making significant changes. I introduced additional training for my team. I introduced regular team meetings to identify existing issues and listen to positive ideas for change. I had the daunting task of having to fire a member of the spa team because she was not competent but I understood that her lack of professionalism impacted on the rest of the team and the hotel as a whole.

**September 2012 to August 2013**

Duty manager at the Equinox leisure club and spa – High Street Kensington, London

Manage a team of five cleaning staff ensuring that the facilities were maintained to a high standard.

Agree a rota that suits all participants and serves the best interests of the leisure club.

Ensure health and safety practices were adhered to at all times reporting any malfunctions to senior management.

**Main achievement**: During a time of staff shortage due to sickness and leave, I covered all missing shifts myself often leading to working 12 hour days. This ensured the consistent smooth running of the facilities and avoided any complaints from members regarding untidy changing areas and dirty fitness facilities.

**September 2009 to September 2012**

Spa attendant and spa therapist at the Connaught Hotel – Carlos Place, Mayfair, London

I started my three year career at the Connaught as a spa attendant. I gained my professional and expert knowledge of massage therapy whilst working as a massage therapist in four and five star hotels in Sharm El Sheikh, Egypt. My knowledge was enhanced whilst working at the Connaught and empowered me to seek promotion to spa therapist after just 12 months.

In addition to body massage, I also carried out body scrubs, body masks and facials.

As a spa attendant I carried out swimming pool and spa water treatments (level 1 and 2).

**Main achievements**: I was chosen by senior management to travel to the Amanjena Hotel in Marrakech. The Amanjena spa provides a full range of Aman treatments as does the Connaught. I had sole responsibility to train six spa staff in six days covering a full range of treatments. I was personally thanked by the hotel general manager. My professional attitude and commitment to the task rewarded me with the one year contract as spa manager in 2013.

Whilst working as a spa attendant, I featured in a positive “Day Spa” magazine article written by Tracy Morin.

**Training and education**

 First Aid at Work – DJB training and development limited. I achieved this in May 2007 whilst working as a Leisure Attendant at the Holiday Inn in Chessington. Later refreshed / passed whilst working at the Connaught in July 2010.

STA level 2 certificate. National Rescue Standard – pool attendant. I achieved this in June 2007 at Holiday Inn and refreshed at Connaught in July 2010.

Third Force e learning courses achieved in September 2007 at Holiday Inn:

* Disability Discrimination Awareness
* Food Safety Foundation
* Health and Safety
* Licensing law
* Cellar management.

Diploma in body massage – March 2008 – Carlton Institute Of Beauty Therapy

Diploma in Sports massage – August 2009 – Carlton Institute Of Beauty Therapy

Stonebow course – November 2011 – “How to train the trainer”

Bachelor degree of science in physical education – Tanta University, Egypt. 1999 – 2003 Achieved a merit

pass for subjects including intro to anatomy and physiology and health education.



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