

PHISAN PANNEHAN

Spa Supervisor

Email: @hotmail.com

Mobile Number:

Date of Birth: 23 November 1986

Marital Status: Single



PROFILE

I am an open minded, friendly resourceful person, I possess an excellent ability to motivate others, I am an energetic and ambitious person who has developed a mature and responsible to any task that I undertake. I enjoyed learning new things. I enjoyed overcoming challenges and I have a genuine interest of administrative works and leading group of people to achieve certain targets.

OBJECTIVES

I am looking for a challenging in spa with a better scope for career development and personal growth. I am seeking to the position where I can apply and broaden my skill and experience to provide the best quality of service to achieve goals of company.

PROFESSIONAL EXPERINCES

- Spa Supervisor at Hard Rock Hotel, Maldives Since 1st September 2021 - Present
- Spa Therapist Cum Spa Receptionist at Hard Rock Hotel, Maldives Since 14th Janurary,2020 – 31st August 2021
- Spa Therapist Cum Spa Receptionist at Grand Park Kodhipparu, Maldives since 14th October,2018 - 29th December,2020
- Spa Receptionist at NICHA Health Spa & Massage HuaHin, Thailand Since 01st October,2017 - 30th September,2018
- Spa Therapist Cum Spa Receptionist at Jumeirah Dhevanafushi, Maldives since 7th December,2016 – 8th September,2017
- Spa Therapist at THE BARAI Spa-Hyatt regency HuaHin, Thailand since 01st July,2009 - 10th December,2016

- Be knowledgeable of benefits and outcome in all practiced techniques and treatments.

- Taking part of all the reception's duties and responsibilities such as guest booking treatments, Billing, Procedures, updating daily revenue reports, monitoring the availability of retail, professional products and consumables.

- Promoting and up-selling/cross-selling spa treatments, products, and lifestyle program whenever opportunities arise.
- Be on time for appointments and well preparing the room and the products required before starting the treatments, and thoroughly review appointments after completing each treatment.
- Conducting treatments according to spa menu, standards and outlined protocols.
- Assisting the Spa Receptionist in booking guest appointments and be able to offer guest service standards of the same.
- At all times confirm scheduled treatment with guest before starting the treatment.
- Assisting in booking guest appointments and be able to offer guest service standards of the same.
- Performing all spa treatments in a professional, hygienic, and safe manner to all guests by adhering to Standard Operating Procedure.
- To performing reception duties, assisting with effective bookings and spa tours when required, handle telephone bookings/enquiries and handle end of the day reporting.
- Responsible for smooth operation of registration and cashiering functions of the Spa reception.
- Have the flexibility to cover shifts due to illness.
- Be knowledgeable in related treatment products and the ability to be flexible in the same with regards to guest requests.
- Maintaining inventory of supplies for the operations of the spa facility

PROFESSIONAL SKILLS

- Traditional Thai Massage - Back Energizer Massage - Shiatsu Massage - Aromatherapy Massage
- Balinese Massage - Foot Reflexology - Four Hand Massage - Deep Tissue Massage - Warm Stone Massage
- Chi Flow Massage - Lymphatic Drainage Massage - Prenatal Massage - Jet Lag Massage - Abhyanga Massage
- Shiro Abhyanga Massage - Indian Head Massage - Compress Massage (Herbal) - Swedish Massage
- Sport Massage - ILA Chakra Massage - KuNye Massage "For Head-to-toe Healing - Hamman Ritual
- Facial Treatment - Body Treatment (Body Scrub & Body Wrap) - Manicure / Pedicure (Availability for Male

PRODUCT KNOWS

- ILA – Elemis - Kerstin Florian (KFI) - Panpuri -EmerginC - Comfort Zone - Erb - June Jacobs - Ytsara

EDUCATION & PROFESSIONAL SKILLS

- 2003 – 2005 Vocational Education Trat, High School
- 20th – 30th April 2009 Thai Traditional Medical Services Society (Certificate) - Aromatherapy Massage 60 Hrs.
- 01st – 30th March 2009 Thai Traditional Medical Services Society (Certificate) - Thai Traditional Massage 150 Hrs.
- 01st July – 29th September 2012 THE BARAI Spa Division - Cross Exposure Training Program in position of Suite 111.5 Hrs.

- Excel, Word, OPERA, Micro, TNG, PowerPoint