**NI MADE NORMA SARI**



Nationality: Indonesia

Mobile Number: +971556178323/ Whatsapp:971581286527

Email:normasari@yahoo.co.id

 COMPUTER SKILL: Microsoft Office, Excel, Opera, Mind & Body

 VALID UAE DRIVING LICENSE

 VISA STATUS: VISIT VISA, Able to start immediately

**KEY QUALIFICATIONS**

Focused, detail oriented, Accurate, assertive and adaptable Spa Team, offers 25 years of impressive track record of maintaining customer satisfaction and building a solid customer base.

I ‘am successful in building and motivating dynamic teams with enthusiasm to maximize sales and customer service opportunities. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

I believe that team work, inspiration and motivation are keys that would lead to success.

**CAREER OVERVIEW**

**April 29th 2018 to Nov 2021 Assistant Spa Manager**

**Dubai UAE** **Coya Spa and Salon Beauty Centre**

* Responsible oversee all aspects of the operations beauty and wellness Spas.
* Creating high standard for all Spa services
* Creating monthly Spa Package well educate client needed.
* Ongoing training to maintain treatment protocol up to standards, holding staff management meeting motivating coaching team members to support overall spa target budget goals.
* Implementing Covid19 cleanliness protocol and guidelines.
* Standards quality expectation of customer journey of luxury Spa,
* Able to handle the reception managing the booking explain our Product and Service.
* Monitoring all equipment and amenities of Spa up to standard
* Acknowledge all guest services needed and corrective
* Develop and collaborate positive attitude relationships with Customer, colleagues or others.
* Cost controlling, stockholding, inventory retail and professional to ensure all updated.

**December 2010 to April 2018 Beauty Consultant /Spa Therapist**

**Dubai UAE Grosvenor House - A luxury collection Hotel**

* Ensuring all treatments carried out to the highest standards.
* Maintain a high standard of hygiene within the spa area.
* Constantly be aware of all guest and customer needs and requirements.
* To be aware of all hotel services offered and provided in spa.
* Responsible of the cleanliness and par stock of the treatment room before and after the treatment.
* To have a good understanding of all treatment and product knowledge.
* To strictly adhere of company policy in confidentiality and ethics.
* To handle guest issues with a professional manner and keeping the managers informed.
* Responsible for Product inventories, Product ordering,
* Motivated and given training for staff handle the reception able to manage all Spa treatment

**October 2008-till November 2010 Beautician/Beauty therapist**

**Dubai UAE Radisson Blu Hotel Dubai Mediacity**

* Responsible for handle receptions all spa treatment with Product brand we use at the spa,and many kind of style full body treatment and face treatment, Waxing
* handle Guest complains give excellence experience visit our Spa.

**March 2007-till October 2008** **Senior Beauty therapist / Hair dresser**

**Oman Alnahda Resort& Spa**

* Able to manage operational and motivated train the staff,
* handling body massage, body treatment, facial, Waxing including handle beauty Salon,

**Dec 2006-March 2007 Spa coordinator & Hair Dresser**

**Bali Indonesia Fabrice hotel**

* Responsible for all Spa porduct. Additionally responsible for train the staff in order to maintain quality standard of the treatments.
* Actively involve to support the sales and marketing departement to sale and promote the new and signature porducts to improve company sales.

**Bali Juli 1996-till dec 2006**

1. Ramada Bintang Bali hotel
2. Spa at Thallasso Bali Mirrage Resort & Spa
3. Hard Rock Hotel Bali
4. Sofitel Resort Seminyak Bali
5. During this period in-charge for the Spa Supervisor and Hair Dresser.
6. The Spa was operated in above hotels and I been tranferred to several hotels above due the high demand of the treatment.
7. Responsible for all kinds of treatment with Phytomer & Latullipe Product we use for the treatment including Hair treament body treatment and face treatment and body massage.

**EDUCATION AND COURSES**

* January 2015 CIBTAC Diploma Professional Anatomy & Physiology
* October 2014 intensive training of Bellefontaine & Lavelle Elemis professional & Retail
* March 2012 intensive training of Train the Trainer & Essential Management
* January 2011 intensive training of Phytomer a skin care Profesional and Retai
* January 2012 intensive training of Anne Simonin a skin care Profesional and Retail
* October 2008 intensive trainings of Dermalogica a skin care system researched and developed by the International Institute.
* November 2008 Having yes i can trainigs by Radisson blu hotel Dubai mediacity.
* March 2009 Having Responsible business training by Radisson Blu hotel Dubai mediacity.
* February 2010 Having intensive trainings of Anne Simonen skin care system and Retail by Radissonblu hotel mediacity.
* Jan-March 2006 intensive 3 month trainings in body and face treatments held by jamu Spa School as pre-training for the soft opening of their spa in Guangzhou-China.
* April-2006 intenseve training pre-departure for cruise ship on fire emergency procedures,fire fighting and how to work and live in cruise ship. Held by STIP- BST, Indonesian Navy institution, Tanjung priok, North Jakarta.
* 2004 - 2006(Diploma ll Anatomy & Physiology) major in Spa Programmer Therapist and Beauty Field by PKBM Widya Pramana Bali Spa School.
* 1995-1996 Hairdresser course by kifda Simbolon ( well know as the make up artist hair style)

Held Putri Bali hotel.

 **Language:**

English & Bahasa