

ARLINE ARGUELLO MENA

Personal Data

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Objective

Looking for a new and challenging position which will fully utilize existing skills and experiences, while enabling further career development.

Work Experience:

Jumeirah Royal Saray Bahrain – Acting Manager in Charge/ Trainer

(April 2018- April 2020)

I was supporting the Director of Rooms with the administrative duties from the Spa such as:

1. Acting Manager In charge
2. Daily briefing with all staff to inform them about the hotel occupancy and activities. Also, review the daily booking schedule.
3. Providing leadership, mentoring, motivation and training to team members, completing staff performance reviews on a regular basis to identify areas for improvement.
4. Implementation of new Spa and Wellness services in the spa menu to enhance the guest experience and offerings.
5. Adhering to all rules and regulations in order to work in line with all company brand standards.
6. Daily spa checks to ensure the treatment rooms and gym are up to the Jumeirah standards. Set-up and cleanliness.
7. Ensuring all fitness areas are ready for operation
8. Monthly and daily reports of the spa revenue, treatments and revenue per therapist, revenue of the internal and external clients, treatments sold during the month and report of the expenses and tips.
9. Practical trade test for new hires.
10. Training of the new hires according to Jumeirah protocols and standards, monthly test to ensure a high quality treatment.
11. Search for new spa techniques/ materials (products), organize the purchase request and the training for new products.
12. Maintaining good working relationships with vendors.
13. Monthly inventory of the Spa professional products and retail.
14. Meeting with marketing to create promotions to increase the spa revenue.
15. Annually update the spa menu with new treatments and prices.
16. Report to HR the working hours, extra hours, holidays and everything related to payroll.
17. Create the schedules according to the occupation.
18. Cover the reception whenever is need it and train the therapist so they can do both jobs on any case of emergency.
19. Directing and motivating the therapist and assisting them when we have a full operation.

Wake day Spa at Las Catalinas- Assistant Manager & Trainer

(October 2017-March 2018)

During this period, it was under me the following duties.

1. Daily Check of the treatment rooms and salon to ensure that everything was up to the cleanliness standards.
2. Elaboration of the spa menu and prices.
3. Elaboration of the treatment protocols and standards.
4. Train the therapist and monthly test to ensure a five stars treatment given.
5. Daily reports of revenue per treatments and retail.
6. Reports to HR for payroll purposes.
7. Organize the schedule (and annual vacation) according to the occupation of the complex.
8. Purchase of the retail product also the professional one.
9. Monthly inventory of the retail and professional use products and tools.
10. Support the teams on any outside service provide on sports activities.
11. Assist the team and reception when it was require.

Hacienda AltaGracia an Auberge Resort – Spa Therapist

(November 2016 - September 2017)

For the duration of time at this hotel, my task was mainly as a therapist; however, worked very closely with the spa director and assisted her in the administrative side of the spa labor.

The treatments that I provide are the one that I indicate on this document as spa therapist skills.

My other task was to control the monthly budget for the spa, so I was in charge of the purchase of products for retail, professional use and guest amenities. In addition, was responsible for the monthly inventory of the retail and professional products and tools of the spa.

Andaz Peninsula de Papagayo Resort by Hyatt – Spa Therapist & Spa Trainer

(November 2013 - October 2016)

During my three years in Andaz I had the opportunity to learn different international style of massage, facials and nail techniques also body scrubs and wraps, which expanded my knowledge from Physical therapy. After a year, I was promoted to departmental trainer, mu duties included: schedule of training made for the new hires, and train staff accordingly with the Hyatt protocols and standards every beginning of the high season, assist with assessing staff to maintain protocol standards and assist the Spa director with daily operational duties.

Spa Therapy Skills

- | | |
|------------------------|---------------------|
| ● Swedish Massage | ● Hot Stone Massage |
| ● Deep Tissue Massage | ● Bamboo Massage |
| ● Aromatherapy Massage | ● Body Scrub/Wrap |
| ● Therapeutic Massage | ● Facials |
| ● Prenatal Massage | ● Mani/Pedi |

Education

- **University:**
 - Master Degree on *Physical Therapy*, Universidad Santa Paula, 2009.
- **Secondary School:**
 - Liceo Fernando Volio Jiménez, 2003
- **Primary School:**
 - Escuela La Repunta, Pérez Zeledón, 1997

Other Studies:

- BABTAC Certified, 2020.
- Natura Bisse Training for Directors, 2020.
- The World Spa & Wellness Conference, 2020.
- Train the Trainer Jumeirah 2019
- Hydropeptide Facials 2019, 2017, 2016
- Doterra 2017
- CND shellac mani/pedi 2017
- Manicure/Pedicure OPI, 2013 and 2016
- Hyatt on Skills Training, 2014

Languages

Spanish and English