



NGUYỄN THỊ KIM NHUNG

Date of birth: 10th December, 1993

Gender: Female

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OBJECTIVE

Address: Hue city, Viet Nam.

My goal is to excel as a Customer Service Manager of a hotel or spa. I strive to provide excellent customer service with an outgoing and collaborative spirit.

Seems i am very interesting in my job now (Spa). It make me feel more happy when i can make the guests better about health and spirits also with developed society today.

EDUCATION

2011 - 2016

Industrial University of Ho Chi Minh city, Viet Nam
Major: Faculty of business administration.

DEGREE AND CERTIFICATION

2011- 2014

College degree
Major: Faculty of business

administration

2014-2016

Bachelor degree
Major: Faculty of business administration

December 18th,2015

**Spa beauty certificate of Ministry of War Invalids and Social VIET
NAM**
Major: Skin care Clinic

April 15th, 2016

Body Treat certificate at CALI AESTHETICS TRAINING, VIET NAM

WORK EXPERIENCE

2015

Therapist for Phi Thanh Van Spa (Spa Technology) Clinic for facial:

- ▣ Treating with many facial rejuvenation options for individuals who would like to reduce wrinkles and fine lines, treat skin problems such as acne and rosacea, or enhance their facial skin care regimen to achieve a look that's healthy and natural by Laser, modern machines and traditional medicines.
- ▣ Decrease Belly fat by Cavitation or Traditional methods.
- ▣ Hair Stylist for Lady
- ▣ Nail: Manicure and Pedicure and the sole.

From: January 1st,2016

Receptionist - Spa Supervisor in CALI BEAUTY ACADEMY CENTER:

To: January 30,2016
members and

- ▣ Billing treatments accurately and on time, cross charging to Club

ensuring required discounts and offers are applied.

- ▣ Ensuring treatments are collected on time and dealing with any issues rapidly and in a professional manner.
- ▣ Preparing guest schedules for the next day's arrivals, making sure the treatments booked are accurate and booked in a suitable time frame.
- ▣ Having knowledge of the type of treatments available and be able to give advice on treatment procedures and contra-indications. Use initiative when dealing with guests who have contra-indications to find suitable alternatives.
- ▣ General administration duties including ensuring the required information and items needed are replenished and ready for use.
- ▣ To communicate relevant information to the Therapists team.
- ▣ Ensure required Health & Safety and daily checklists are completed and recorded appropriately.
- ▣ Demonstrate high levels of customer service and satisfaction by going the extra mile and exceeding expectation.
- ▣ Drive desk sales and achieve targets for promotions and treatment launches
- ▣ Assist the Day Manager with utilising therapist space
- ▣ Carrying out any other reasonable tasks allocated by Management

Competitors analysis

Current beauty academy in Vietnam

Cali Center for Beauty Training

Address: 167 Vo Van Tan, Ward 5, District 3, Ho Chi Minh City
Website: www.daotaohammy.com

Cali Beauty Training Center is a professional spa training center for learners. After graduation will receive a national practice. Equipped with state-of-the-art technology and equipment, trainees can study and practice real, combined with real-life theory that will cultivate the fast learner experience.

Trainees are well trained in terms of professionalism, no extra fees, no boarding fees and special employment support after graduation. Trainees are trained 3 continuous courses from basic to advanced: basic skin care, professional facial skin care, advanced facial care.



From:
February
9th,2017

To : SIX SENSES CON DAO RESORT AND SPA
March,
31,2018

FULL TIME

Therapist – reception - marketing for Spa:

Therapy for body : Deep tissue, Holistic, Thai massage, Herbal massage, Hot stone massage, Vietnamese Massage, Indian Head, Abhyanga, Herbal Poultice, Shirodhara, Detox, Hair wash and Skill use singing bowl therapy.

Therapy for facial:detox facial, Vietnamese facial, nourishing facial, Purifying facial, Soothy facial, gentleman facial, oxy facial, improving wrinkles eyes, Skin rejuvenation.

Scrub and wrap body depend on type of skin: Calming, Clarity, Vitality,

Detoxifier, body toner...

Wellness: Yoga, meditation with singing bowl, Tai chi.

Workshop for guest: How to massage (foot, head ...), making some produce handmade (lip balm, lip scrub, oils, body ...) **Make Ayurveda products** : Ayurveda massage oils.

Skills up sales : treatments and products of Spa



From: June,2018

To: Now

***GRAND BAY HEALING HOTEL ZHUHAI – BEIJING , CHINA
FULL TIME***

Healing center supervisor, Trainer, Yoga teacher:

Reporting to the Director Healing and Wellness your position is created to: Maintain the Healing Center Service Standards, to supervise the Healing Center team of Therapists, Receptionists and Reception Supervisor, Ensuring that the service standards are met all the times,

- a) The Guest Service Journey Standards—Greeting—Welcoming—Consultation—Diagnosis—Treatment recommendations—Treatment standards—after treatment standards and Farewell standards are met all the times.
- b) The Reception team is well informed about current promotions and treatments and therapies are upsold by each team member to reach the monthly targets
- c) Maintaining Inventories with the team, ensuring that products are available to offer treatments to guest all the times.
- d) Ensuring that the Jobs are divided among team members to achieve desired departmental results.
- e) To Train the Healing Center Therapist team to offer treatments to best possible standards that are worked out with the Director Healing and Wellness and maintain the standards all the time, even during the absence of Director Healing and Wellness.

To inspire all Healing Center employees to behave and perform in accordance with the best standards of our brand. We treat our guests and our colleagues with respect, and work hard together to deliver the highest quality of service to all.

Overall Position Objective

The Healing Center Supervisor is accountable for ensuring all Therapists and Receptionists is capable and proficient in all treatments and day-to-day operational activities to meet with the Healing Centre objectives and standards.

Guest Relations and Service

Lead and motivate Therapists to offer services according to HW standards, which exceed all guests expectations by facilitating team work and ensuring all treatments are trained and performed in a consistent manner and in the time allocated.

Policy and Procedures

Act in accordance with all hotel policies, human resource policies, Healing Centre policies and procedures including all Health and Sanitary regulations.

Training

Provide optimum service through team members training, coaching, feedback and ensuring adequate team member levels.

Budget

Monitor products and accessories used in treatments to ensure all budgets are achieved and Adhere to.

Administration

Ensure patron's needs are efficiently and effectively met by ensuring all Therapists adhere to all policy and procedures.

Support

Act as support to all employees by performing other tasks as and when necessary e.g., reception.

Support Healing Centre Director at all times.

Treatments

Perform treatment in a consistent manner and in the time allocated

Hygiene

Ensure that all hygiene levels are met in the Healing Centre

To present a professional level of conduct, performance and to comply with standards of appearance by wearing the correct uniform, as stated in the Operations Manual.

Other Functions:

To oversee the Healing Center operation, supervising all team members and manage it in the absence of the Healing Center Director/Supervisor.

Provide a full account of daily operation of Healing retail including guests request relating to merchandise

Responsible for monthly stock taking (Inventory)

Responsible of good replenishment, receiving and stock in

Responsible for all retail displays

Create an image of friendly, knowledgeable and efficient service to guests

Prepare daily closing sales reports as requested by Management.

Prepare month end Reports and Send details to the Management



GRAND BAY BEIJING



SKILLS

Language English, Vietnamese

Job skill:

1. Knowledge of Treatments, Massage Therapies, Abhyanga, Shirodhara, Choorna Swedana, Facials and Body Treatments.
2. Yoga and private yoga session to treat body problems.
3. Professional knowledge and skills.
4. Experience in Handling Guest Calls, handling and maintaining appointments.
5. Knowledge of Anatomy and Physiology,
6. Knowledge of Inventory, Financials and Reports
7. Basic Computer skills with MS office, Opera, MICROS, Material Control system etc.

Others Skills

- ▣ Good persuasion skills, patient and a flexible team player
 - ▣ Experience setting up spa menus and promotions
 - ▣ Willing to learn and absorb new knowledge
 - ▣ Willing to take on a high pressure job
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ACTIVITIES

2010 - 2015

VOLUNTEER FOR HO CHI MINH CITY
HUE LAM PAGODA, HUYNH KIM PAGODA

- Organize each quarter events,
- Teaching disability childrens
- Visitting homeless childrens in SOS Ho Chi Minh city

2016 - 2017

VOLUNTEER IN CON DAO
IN LOCAL

- Teaching English for childrens in Local
- Teaching yoga for vietnamese in local

INTERESTS

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- Energetic & Enthusiastic
 - Inspiring and open- minded
 - Self- confident & self- disciplined
 - Ambitious and strategically oriented about future

