

Nechama Wientjes

Assistant Spa Manager

✉ nechama.wientjes@gmail.com

☎ (388) 340-4093

📍 123 Oak Street, Tulsa, OK 74101

EDUCATION

Associate Degree in Hospitality Management at Oklahoma City Community College, Oklahoma City, OK

Aug 2017 - May 2021

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Event Planning, Marketing and Sales, Customer Service, Financial Management, Human Resources, and Facilities Management.

LINKS

[linkedin.com/in/nechamawientjes](https://www.linkedin.com/in/nechamawientjes)

SKILLS

Scheduling

Inventory management

Customer service

Staff supervision

Budgeting

Marketing

Conflict resolution

LANGUAGES

English

Russian

HOBBIES

PROFILE

Dedicated Assistant Spa Manager with 2 years of experience in the wellness industry, demonstrating exceptional organizational and customer service skills. Proficient in managing daily operations, staff training, and inventory control, while consistently enhancing guest experiences. Adept at implementing innovative marketing strategies to drive business growth and maintain seamless spa functionality. Committed to fostering a nurturing environment that promotes relaxation and overall client satisfaction.

EMPLOYMENT HISTORY

● Assistant Spa Manager at River Spirit Casino Resort, OK

Feb 2023 - Present

- Increased spa revenue by 25% in the first year of management through targeted marketing campaigns, upselling of services, and enhancing customer experience at River Spirit Casino Resort, OK.
- Streamlined appointment scheduling process, reducing booking errors by 40%, resulting in increased efficiency, improved customer satisfaction, and a 15% increase in repeat bookings.
- Successfully managed a team of 20 spa professionals, achieving a 90% employee retention rate and a 30% reduction in staff turnover within the first two years of management.
- Implemented a new inventory management system, which reduced wastage by 35% and saved the spa \$10,000 annually in supply costs.

● Spa Supervisor at Skirvin Hilton Hotel, OK

Jul 2021 - Dec 2022

- Successfully increased spa revenue by 25% within the first year of supervising the spa at Skirvin Hilton Hotel, OK, by implementing targeted marketing strategies and upselling services to clients.
- Streamlined appointment scheduling and staff management processes, resulting in a 15% reduction in customer wait times and a 10% increase in overall customer satisfaction ratings.
- Developed and launched three new spa treatment packages, which were well-received by clients and contributed to a 20% increase in repeat bookings within a six-month period.

CERTIFICATES

Certified Spa Supervisor (CSS)

Feb 2022

International SPA Association (ISPA) Management Certificate

May 2020

MEMBERSHIPS

International SPA Association (ISPA)

Club Managers Association of America (CMAA)