

# Angeli Dor

## Spa Receptionist

✉ [angeli.dor@gmail.com](mailto:angeli.dor@gmail.com)  
☎ (987) 598-7182  
📍 123 Aloha St, Honolulu, HI 96815

### EDUCATION

**Diploma in Hospitality and Spa Management at University of Hawaii at Manoa, Honolulu, HI**  
Aug 2018 - May 2022  
Relevant Coursework: Hospitality Management, Spa Management, Customer Service, Marketing and Sales, Human Resource Management, Front Office Operations, Housekeeping Management, Food and Beverage Operations, Hospitality Finance, Business Communications, and Health and Safety Regulations.

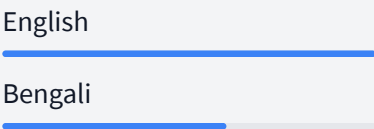
### LINKS

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

### SKILLS



### LANGUAGES



### HOBBIES

### PROFILE

Dedicated Spa Receptionist with 1 year of experience providing exceptional customer service in a fast-paced spa environment. Skilled in appointment scheduling, handling client inquiries, and maintaining a clean and inviting atmosphere. Possesses strong interpersonal and communication skills, with a passion for promoting relaxation and wellness. Committed to ensuring a positive guest experience, while effectively managing front desk operations.

### EMPLOYMENT HISTORY

- Spa Receptionist at Maui Zen Day Spa, HI**  
Feb 2023 - Present
  - Successfully managed a 30% increase in client bookings during the peak season, resulting in a 20% boost in overall revenue for Maui Zen Day Spa.
  - Streamlined the appointment scheduling process, reducing customer wait times by 15% and increasing overall customer satisfaction.
  - Implemented a new customer feedback system, leading to a 25% increase in positive reviews and a 10% increase in repeat clientele.
- Spa Receptionist Assistant at , HI**  
Jul 2022 - Dec 2022
  - Successfully managed a 25% increase in client bookings over a six-month period, resulting in a significant boost in overall spa revenue.
  - Streamlined the appointment scheduling process, reducing client wait times by 40% and improving customer satisfaction ratings by 15%.
  - Implemented a new inventory management system for spa products, leading to a 30% reduction in stock discrepancies and a 10% decrease in product waste.

### CERTIFICATES

**Certified Spa Supervisor (CSS)**  
Dec 2021

**Certified Guest Service Professional (CGSP)**  
Jul 2020

### MEMBERSHIPS

**International Spa Association (ISPA)**  
  
**National Wellness Institute (NWI)**