

ASSISTANT GENERAL/OPERATIONS MANAGER

Summary

Results-focused management professional offering ten years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success.

Skills

Staff training

Supervision and training Operations management

Staff development

Inventory control

Cross-functional team management

Complex problem solving

Customer service-oriented

Appointment scheduling

Front desk management

Spa maintenance

Inventory maintenance

Employee interviewing and hiring

Payment tracking systems

Understands spa services

Meeting Maker familiarity

Knowledge of UPS and Fed Ex shipping systems

Hospitality industry knowledge

Attentive to detail

Multi-tasker extraordinaire

Accomplishments

Leadership

- Served as key contributing member to Leadership team.

People Management:

- Hired and mentored all staff
- Streamlined the training of the departments

Financial Management:

- Oversaw the budgets and inventory control

Created new manual for documenting all spa products. Served as Dermalogica product line expert.

Experience

01/2013 to 06/2015

Assistant General/Operations Manager Company Name i¼ City , State

Managed team of 45 of professionals. Served as mentor to junior team members. Initiated program that standardized employee training and led to increase in customer satisfaction by 12%.

07/2012 to 01/2013

General Manager Company Name i¼ City , State

- Informed guests of spa services, programs and activities over the phone and in person. Addressed all guest complaints and referred any escalated situations to management. Checked members and guests in promptly for their appointments. Efficiently checked guests in and out using Millenium. Coordinated and booked all spa service appointments for individual and group clients. Assigned clients to spa therapists by aligning the client's needs with the spa therapists expertise. Addressed all member concerns with patience. Responded to customer inquiries in a friendly and professional manner. Verified end-of-day reports against credit and cash profits. Clearly communicated with each technician regarding any schedule changes. Executed all daily opening and closing procedures. Organized salon paperwork and office files. Introduced corporate policies, procedures and work rules to new spa employees.

08/2010 to 07/2012

Head/Esthetician Company Name i¼ City , State

- Advised guests on special events and product promotions. Mailed client forms and salon promotional documents. Informed guests of spa services, programs and activities over the phone and in person. Addressed all guest complaints and referred any escalated situations to management. Researched the various types of spa therapies and treatments to be better informed of spa services. Supplied guests with robes, slippers and locker keys. Efficiently checked guests in and out using spa biz. Instructed guests on facility safety measures. Coordinated and booked all spa service appointments for individual and group clients. Assigned clients to Spa Therapist by aligning the client's needs with the Spa Therapist expertise. Documented any observed safety hazards and reported them to management immediately. Addressed all member concerns with patience. Provided accurate product and merchandise information to customers.

11/2007 to 10/2009

Esthetician, Certified Laser Technician Company Name i¼ City , State

- Informed guests of spa services, programs and activities over the phone and in person. Addressed all guest complaints and referred any escalated situations to management. Researched the various types of spa therapies and treatments to be better informed of spa services. Instructed guests on facility safety measures. Documented any observed safety hazards and reported them to management immediately. Addressed all member concerns with patience. Provided accurate product and merchandise information to customers. Responded to customer inquiries in a friendly and professional manner. Suggested and sold spa services and retail products to customers. Advised guests on special events and product promotions.

Education and Training

2006

Bachelor Marketing/Management University of Aesthetics i¼ City , State

Esthtician training

1993

Bacholrs : Marketing/Management Emporia State University i¼ City , State

Marketing/Management Coursework in Business and Management Coursework in Marketing and Communications

Assosicates Seward County Community College i¼ City , State

Coursework in Marketing and Communications Coursework in Business and Management

Skills

banking, budget, interpersonal skills, client, customer satisfaction, customer service, general manager, hiring, human resource, Inventory, inventory control, Laser, managing, marketing, payroll, policies, profit and loss, quality, recruiting, retail sales, sales, sales training, surveys