

Gentry Gennett

Spa Manager

Profile

I have over 3 years of experience as a Spa Manager. I have a proven track record in increasing clientele and profits. I am passionate about the spa industry and strive to provide outstanding customer service. I am knowledgeable in all aspects of the spa business, including product knowledge, treatments, marketing, and sales. I am a strong leader and motivator, with excellent communication skills

Employment History

Spa Director at Rose Tree Spa, OR

May 2022 - Present

- Decreased cost of inventory by 15% through negotiating with vendors and implementing an automated reordering system.
- Hired, trained, and supervised a team of 20 estheticians, massage therapists, and receptionists.
- Developed and implemented marketing campaigns that increased revenue by 10%.
- Negotiated leases for two new spa locations.
- Managed the construction of two new spa locations.

Spa Manager at Eagles Nest Spa, OR

Sep 2019 - Mar 2022

- Led a team of 8 employees and increased profits by 25%.
- Trained new hires in customer service and product knowledge.
- Demonstrated exceptional leadership skills by mentoring junior staff members.
- Managed day-to-day operations of the spa, including scheduling, inventory management, and budgeting.
- Implemented new marketing initiatives that led to an increase in customers by 15%.
- Negotiated supplier contracts which saved the company \$5,000 per year.

Education

High School Diploma at Portland High School, Portland, OR.

Aug 2015 - May 2019

During my time studying for my High School Diploma, I was able to maintain excellent grades and was involved in many extracurricular activities.

Certificates

Spa Management (SM)

May 2021

Spa Supervisor (SS)

Nov 2019

Spa Director (SD)

Apr 2018

Details

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Links

linkedin.com/in/gentrygennett

Skills

Interpersonal skills

Communication skills

Organizational skills

Marketing and sales skills

Customer service orientation

Management and leadership experience

Languages

English

French