

## Curriculum Vitae

Nationality: British English  
Religion: Christian  
Status: Single  
Sex: Male  
Date of Birth: 20.12.1979



### **Profile**

As an experienced leisure manager I am able to adapt to all areas of my work, specializing in helping leisure businesses create profitable ventures by a combination of modern and traditional management applications. This is all achieved by focusing on conflict management, financial management, and team building skills, creative management applications, membership retention and membership sales.

### **Education**

- 1976 - 1981: S.T. Peters High School Stroud Road Gloucester England
- 1982 - 1984: British Army Trade School Communications & Engineering
- 1996 - 1998: Gloucestershire College Certificate in Personnel Practice
- 2002 - 2003: ICTD Abu Dhabi Microsoft Certified Systems Engineer
- 2005 - 2008: Fredrick Taylor University degree Business Administration
- 2012 - Present: Roehampton University UK MBA

### **Courses and Qualifications:**

#### Management courses

Team Building Skills, Culture Service Trainer, Time Management Skills,  
Creative Thinking Presentation Skills, First Aid at Work

#### Fitness Qualifications

Massage Therapist, Boot Camp, Step Aerobics, Circuit Training, Boxing Coach,  
Spinning, Body Balance, Body Combat, Aerobics.

### **Work Experience**

#### **2011: Spa and Recreation Manager Qatar Government**

My main duties were to ensure that the team worked with in the annual by monitoring expenses and ensuring that all areas of my department were as productive as possible with a team of 25 staff members.

This was a multi skilled role which involved managing water sports, swim coaches, personal trainers, fitness classes, massage services, squash and tennis lessons. Standards were met by regular weekly meetings and in some cases daily meetings to ensure that members and guests were happy at the club.

By working in a high profile manor I was able to reduce member's and guests' complaints by 95% within three months. This was achieved by being front of house at peak times every day and getting to know the members and guests by forming a community bond. I also provided creative fitness classes and activities guests and members.

Regular meetings were held with sales and the general managers to ensure that both parties were aware of the direction I was taking the department. Duty Manager Shifts were also required in this role.

#### **2009 - 2011: Le Royal Meridien Fitness Manager Abu Dhabi**

Duties involved managing a fitness club as well as 2 swimming pools in a 5 star hotel under the Starwood banner. This role also involved selling memberships for the health club as well as creating a membership retention loyalty packages for long term members. My main achievements at Le Royal Meridien Hotel were to create a Staff Retention Program which helped to improve working conditions for the staff.

As with all hotels financial management was an important part of my role. Keeping within tough financial budgets was expected and was achieved. I was also a Starwood Service Culture Trainer which involved regular training sessions with all staff members giving important information about the brand standard.

**2004 - 2009 Raptor Trading LTD**

In the capacity as personal trainer, I looked after a United Arab Emirates Royal Family. This was a role that involved travelling the world looking after the health and fitness needs of a party of VIP clients.

**2003 - 2004: Interim Manager at Chiva Som Health Resort Thailand.**

In this role I help to generate new ideas with a team of 20. I also conducted various health and well being classes such as Yoga and Relaxation classes. The most important area in this role was to achieve the highest possible guest satisfaction scores. This was achieved by continually meeting guests daily. I also hosted tables in the evenings for dinner with our guests. This contract was cut short as I resigned and went to help build houses in Phuket Thailand after the Tsunami in 2004.

**2000 - 2003: Personal Trainer Abu Dhabi Health and Fitness Club Abu Dhabi**

Working in the capacity as a fitness instructor, I looked after the fitness of numerous members and guests as instructed by the management in a private fitness club in Abu Dhabi.

**1998 - 2000 Salon and Fitness Manager Harding BRO / Steiner Length**

Working on a 6 star Cruise ships travelling around the world called the Crystal Symphony. The main focus in this role was to achieve the highest possible guest expectation scores whilst the guests were on the ship. I also hosted tables at formal dinners on behalf of the captain of the ship. This was a tough role which involved training potential managers and creating a conflict management action plan for the team on the ship.

**1990 - 1996: Duty Manager Haydon Centre England Length**

This was a role that involved a preopening of a small community leisure complex. My main areas of responsibility were to provide management support whilst the club was open and ensure that the communities request and expectations were met.

**1981 - 1989: Her Majesties Forces (Army) Communications Engineer**

Providing communications support to troops on the land, seas and air.

**Hobbies & Interests**

I like to Swim and reading. I also enjoy golf, water sports and keeping fit.

