Wendeline Brannigan-Sato

Spa Manager

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SUMMARY

Spa manager with 10 years in resort and hotel spas, currently running a 9-room spa with 26 therapists and front desk staff. Grew treatment revenue by about 18% in 2 years through better scheduling and packages, raised retail to about 14% of sales and keeps guest ratings above 4.7 out of 5.

EXPERIENCE

Spa Manager — Alyeska Snowline Resort Spa

Girdwood, AK · Feb 2021 – Present

- Run a 9-room spa with 26 therapists, estheticians and front desk staff, handling about 9,500 treatments a year.
- Grew treatment revenue by about 18% in 2 years by reworking the therapist schedule around peak ski-season demand.
- Raised retail from about 8% to 14% of spa sales with product training and a simple add-on routine at checkout.
- Cut therapist turnover from about 40% to 22% a year with fair room rotation and a clear path to senior therapist.

Assistant Spa Manager — Seward Harborview Hotel Spa

Seward, AK · Apr 2016 – Jan 2021

- Scheduled 14 therapists across 6 treatment rooms, keeping room use above 75% in summer.
- Launched 4 seasonal packages that sold about 1,100 bookings in their first year.
- Passed every health department inspection over 5 years with weekly hygiene audits.

SKILLS

Operations: Therapist scheduling, room utilization, treatment menus, opening and closing procedures, inventory

Revenue: Packages and promotions, retail sales, pricing, budgets, payroll and commission tracking

Guest experience: Service standards, complaint handling, online reviews, memberships, group and wedding bookings

Systems and compliance: Spa booking software, point of sale, hygiene and sanitation audits, licensing records

EDUCATION

Bachelor's degree in hospitality management, University of the Kenai Coast, 2015

Licensed esthetician, 2013

Fictional example by FindAJobAI: the person, employers and numbers are invented.