|  |  |  |
| --- | --- | --- |
| Michael Thompson | | |
| Summary  Dedicated Spa Attendant with over 3 years of experience in delivering exceptional customer service and maintaining high standards of cleanliness. Committed to creating a serene experience for clients while supporting spa operations effectively.  Work Experience  **Senior Spa Attendant Mar 2021 – Present**  Tranquil Oasis Spa Chicago, IL   * Supervised a team of 5 spa attendants, improving service efficiency and client satisfaction by 30%. * Implemented new cleaning protocols that reduced client complaints related to hygiene by 25%.   **Spa Attendant Jan 2019 – Feb 2021**  Blissful Moments Spa Chicago, IL   * Maintained spa cleanliness and organized treatment rooms, contributing to a relaxing atmosphere for clients. * Assisted in scheduling appointments and managing inventory, enhancing overall operational workflow.   Education Associate Degree: Hospitality Management Jan 2018 *Chicago Community College**Chicago, IL*  certifications   * CPR and First Aid Certified – American Red Cross – 2022 | Contact  (234) 567-8901  michael.thompson@example.com  Chicago, IL 60601  Skills  Customer Service Excellence  Spa Treatment Knowledge  Cleaning and Hygiene Protocols  Team Leadership  Conflict Resolution  Time Management  Inventory Control  Client Relationship Management  Attention to Detail |