



SPA AKADÉMIA

5 STAR SPA EXCELLENCE

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SPA AKADÉMIA

Spa Akadémia was founded by Zseraldina Richvalszki in 2008.

All professional training programs are steadily updated to the latest trends and technologies involving the expertise of industry professionals and medical doctors.

Spa Akadémia's chic headquarter & training spa is based in the heart of Budapest, the world's spa capital.

All programs and services can also be thought at your location.

RECRUITMENT

Judith Ertler-Hofer's profound knowledge of the industry and her extensive language skills make her a strong partner who, due to her international pool of valuable contacts and recommendations, can help to find the ideal candidate for your company: someone who provides not only proved professional experience and know-how, but also a personality profile that matches your corporate philosophy.





SPA ACADÉMIA

Zsuzsanna Richvalszki

Luxury Spa Concept Creator
Senior Spa Consultant

Expert in Spa Concept
Development
Functional Area Planning
Thermal Bath Expert
Hotel Spa Pre-Opening
Wellness/Spa Hotel Service
Development
Executive Spa Operation
Specialist
Guest Experience Development
Lecturer

STRENGTH

- SENIOR MEDICAL SPA CONSULTANTS
- INTERNATIONAL WORK EXPERIENCE
- GENERAL HOSPITALITY EXPERIENCE
- EXPERTS IN SOPHISTICATED HEALTH & SPA SERVICES
- RECRUITING AND NETWORKING
- INTERNATIONAL ADVISORY BOARD

RECRUITMENT

Judith Ertler-Hofer

Recruiting Specialist
Senior Spa Consultant

International lecturer for Spa and Sales Management, Health & Spa Tourism and Networking Workshops and Keynotes
Expert in bespoke spa and wellness concepts
Wellness Real Estate
Global Recruiting and Talent Acquisition



for
spa professionals



for
operators
entrepreneurs
business development



for
hotel development
hotel operation
other hotel departments



SPA

INTENSIVE TRAININGS & MASTERCLASSES



Spa Akadémia offers 15 years of experience in 5 Star hotel training programs for spas and medical wellness facilities onshore and at sea.

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SPA SERVICE EXCELLENCE

SPA RECEPTIONIST

HOTEL SPA THERAPIST

INTERNATIONAL SPA THERAPIST

HAMMAM SPA THERAPIST

AYURVEDIC SPA THERAPIST

ON-BOARD SPA THERAPIST

PREMIUM TREATMENTS

(MEDICAL) SPA/ HOTEL PROTOCOLS - SOP

GUEST JOURNEY DEVELOPMENT

Spa Akadémia's unique training programs and masterclasses are created to level up your spa staff techniques and soft skills in order to exceed your guest's expectations.

We also provide bespoke training programs and masterclasses.



OPERATION MANAGEMENT COURSES

HOTEL AND RESORT SPA OPERATION

THERMAL BATH / PUBLIC BATH OPERATION

MEDICAL WELLNESS / AESTHETICS OPERATION

CRUISE SHIP SPA MANAGEMENT

PREMIUM BEAUTY BRANDS MANAGEMENT



MASTERCLASSES

SPA BUSINESS MANAGEMENT
BUSINESS BOOST
FROM IDEA TO BUSINESS
ULTIMATE UPGRADE IN SPA SALES
BRANDING & NETWORKING
INSTAGRAM AND SOCIAL MEDIA

LEADERSHIP WORKSHOPS

BUSINESS MANAGEMENT THEORY
LEADERSHIP THEORY
WOW GUEST EXPERIENCE
5 STAR SERVICE DEVELOPMENT
IMPORTANCE OF HR SELECTION
SALES AND COMMUNICATION



MANAGEMENT

HOTELS & SHIPS

MIX AND MATCH FOR HOTEL OPERATION

ON SITE TRAINING PROGRAMS

Guaranteed increase of guest satisfaction

Over 20 years of spa operating and consulting experience

With the expertise of industry professionals and medical doctors to improve your service quality .



DEPARTEMENT SPECIFIC PROGRAMS

Front Office (Wellness Area)

F&B (Medical Wellness Service)

Chefs (Medical Wellness Menu Creation)

HR (Recruiting & Onboarding)

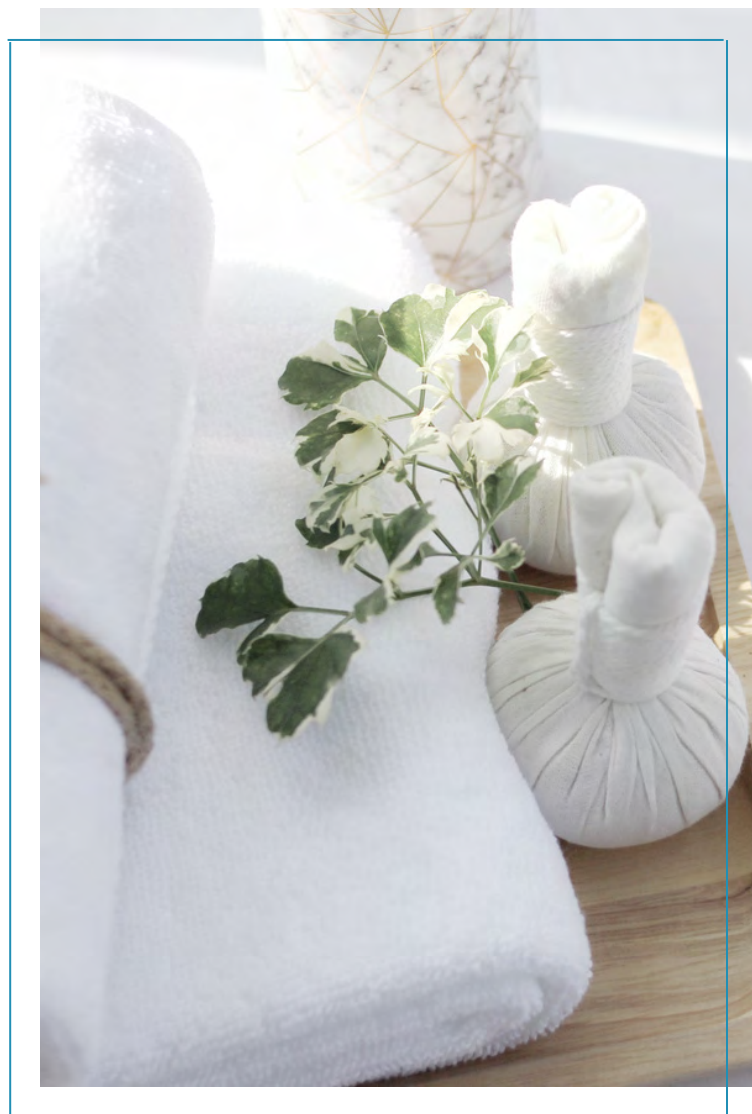


COMPETENCE TRAINING

5 star Customer Service
Soft Skills Development
WOW effect and business success
Ultimate Upgrade in Spa Sales
Service Development
Personal Appearance & First impression
Importance of Body language
Tactics of Selling Expensive Products Business
Communication
International Communication, Guest and
Complaint Handling

LECTURES

10 Ways to improve your Guest Experience
How to build a 5 star Customer Service
Spa service Protocol
The Art of Creating the perfect Spa Atmosphere
Top 10 Customer Expectations in the Spa



SPA RECRUITMENT SOLUTIONS

GET THE BEST CANDIDATES FAST



Already found the right candidates? Let us train them for you.

We prepare them for 5 star wellness service by levelling up their treatment techniques, introducing the latest trends, developing their soft skills and training product knowledge. We can also provide bespoke training programs based on your specific SOPs and guest journey.

Do you have trouble attracting great people with skills and talent?

Do you feel that none of the candidates who send their applications really qualify and/or match your expectations?

We can find the best talents for your company fast.



Thematic lifestyle events with dedicated experts, latest trends and state of the art technology, not only for (Medical) Wellness Hotels and Resorts but also for wellness enthusiasts and everyone who is interested in a pleasurable healthy lifestyle.

EVENT THEMES

LONGEVITY
VEGAN COOKING
RAW MENU
NATURAL COSMETICS
ADHD NUTRITION
HEALTHY PLATES
YOGA AS A LIFESTYLE
MY HAIR SPA
HORMONES
STRESS MANAGEMENT
EASY RELAXATION TECHNIQUES
DAILY WORKOUT ROUTINE



LIFESTYLE

REFERENCES

Zseraldina Richvalszki

Medical Spa / Thermal Bath / Health Institute

Modero Health Concept Hotel, Sárvár (Hungary)
Modero Health Concept, Budapest (Hungary)
Gyergyóremete Wellness Hotel (Romania)
Lepence Thermal Bath Concept (Hungary)
Mandala Spiritual Bath (Hungary)
Budapest Spas- 11 thermal bath service development
Széchenyi Thermal Bath (Hungary)
Csillaghegy Thermal Bath (Hungary)
Quintess Health Institute (Hungary)
Quintess MEDISPA (Hungary)

Hotel Spa / Day Spa

Minaro Hotel Tokaj MGallery (Hungary)
Mövenpick BalaLand Resort Lake Balaton (Hungary)
Botaniq Castle Hotel Tura (Hungary)
Enso Day Spa Concept (Hungary)
Bambara Hotel (Hungary)
Shiraz Hotel (Hungary)
Mandala Day Spa (Hungary)
Nádas Pihenőpark Hotel (Hungary)
Hotel Tisza Balneum (Hungary)

Yacht Spa Pre-Opening

Yacht Topaz (UAE)
Projet Topaz (Germany)
Yacht My Quantum Blue (Germany)

Spa & Wellness Concept

Budapest XIX. Public Swimming Pool (Hungary)
Project Butik Hotel (Hungary)
Mandala Airport SPA Concept (Hungary)
Mandala Hotel Spa at Hotel Boscolo Concept (Hungary)
Project Ó utca Boutique Hotel Concept (Hungary)

Beauty Brand Development

QMS Medicosmetics Hungary
Forlled Hungary
MAVEX Hungary

Spa Education Development

Spa Academia (Spa / Business / Lifestyle)
IWI Spa Manager Training
IWI Fitness-Wellness Assistant Training



REFERENCES

Judith Ertler - Hofer

Hotels & Resorts

Lanserhof, Austria

Sacher Hotels, Austria

Termas de Puyehue, Chile

Projects

Aurox Empore, Austria

Workshops & Keynotes

Asociación Latinoamericana de Spa, Mexico

Congreso Iberoamericano de Turismo de Bienestar,
Colombia

Spa Life International, Ireland

Beauty Messe Düsseldorf, Germany

Spa Camp, Austria/Germany

University Cooperations

FH-Joanneum, Bad Gleichenberg, Austria

Hanoi University, Hanoi, Vietnam

Hainan Tropical Ocean University, Sanya, China

ATMU, Baku, Azerbaijan

SKEMA, Paris, France

Premium Beauty Brands

Comfort Zone, Italy

Natura Bissé, Spain

Vinoble Cosmetics, Austria

Team Dr Joseph, Italy





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