

Curriculum Vitae

Female

D.O.B. 08 May 1987

Number of years working in industry: 4 years 11 months

Candidate ID Number: 110377

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Complementary Therapist, Nail Technician, Receptionist

Personal Statement

A motivated, warm-hearted & dedicated Beauty Therapist, who strives to provide excellent client care and customer service to every client throughout their whole experience.

Performs a range of treatments with confidence and competence, tailoring each experience - in that it is unique to the client, and specific to their needs. Helping them to look and feel great, confident, happy and the best they can be, and also maintain a healthy & balanced lifestyle.

A relatable, caring person who enjoys meeting people from all walks of life and an excellent communicator & team player who works well, collaboratively and autonomously.

Perfectionist at heart and lover of all things beauty and wellbeing. I have excellent leadership skills, I am innovative and independent and enjoys demonstrating these qualities at work. I am committed to my development as a therapist and am currently looking to enlarge my knowledge and range of skills within the beauty and wellbeing industry. I would like to be able to have the opportunity to be a level 4 qualified Therapist, and continue my professional development in other specific areas of the field.

Seeking work in international locations

Employment History:

April 2023 - Present - Spa Therapist at (most recent employer hidden for confidentiality) UK, (5 Star Hotel Spa)

Duties included:

- Delivers a high level of treatment standards at all times to guests
- Supporting and training new and temp therapists to ensure treatment standards are achieved
- Achieve Spa revenue, profit and customer satisfaction goals for the Spa and Wellness operation
- Exceed guest expectations and seeks opportunities to improve the guest experience
- Spa Therapist treatment experience within a 5 Star Spa environment
- Ability to demonstrate personal ownership of tasks and will ensure completion to achieve the required results
- Proven track record of achieving outstanding levels of personal and departmental targets in order to meet and exceed expectations whilst delivering outstanding attention to detail and precision.

January 2023 - Present - Spa Therapist at Redcurrant , UK, (5 Star Hotel Spa)

Duties included:

Providing excellent guest service to clients in London's most prestigious 4 & 5* Hotel Spa's
at the following locations:

- Ayanna Spa
- Chelsea Harbour Health Club & Spa
- Agua Spa, Sea Containers
- Rena Spa, St.Pauls

October 2022 - Present - Spa Therapist at Spa-Elite , UK, (5 Star Hotel Spa)

Duties included:

Providing excellent guest service to clients in London's most prestigious 4 & 5* Hotel Spa's

at the following locations:

Richmond Harbour Hotel & Spa

October 2022 - Present - Spa Therapist at Esprit, UK, (5 Star Hotel Spa)

Duties included:

Providing excellent guest service to clients in London's most prestigious 4 & 5* Hotel Spa's

at the following locations:

- Sofitel, London St James
- Renaissance, St. Pancras
- Intercontinental o2
- Montcalm East

February 2022 - April 2023 - Spa Consultant at Kensington Health Club & Spa, UK, (5 Star Hotel Spa)

Duties included:

- Providing excellent face and body treatment service to guests visiting the Health Club & Spa including: Facials, Body Treatments and Massage
- Demonstrate the highest level of professionalism in order to provide a first class and consistent service to guests
- Help ensure the safety and efficiency of day to day operation of the Spa, acting as an integral ambassador for the Club and Spa

July 2022 - September 2022 - Spa Therapist at Brown's Hotel & Spa, UK, (5 Star Hotel Spa)

Duties included:

- Provided full Beauty and Body Therapy services
- Helped with spa maintenance including presentation, hygiene and cleanliness of the spa area including the Gym
- Assisted with upselling and promotion of treatments and products
- Assisted with all Spa Reception duties as and when needed
- ensure that the Assistant Spa Manager and Spa Manager are kept well informed of any
- Reported any problems/complaints/queries which have arisen to the Spa Manager
- Attended all required/relevant department training sessions and/or meetings required
- Liaise effectively with other departments to ensure good communication and offer support
- Supported and fully compliant with hotel policies & procedures
- Followed safe working practices under the Health and Safety Act as applicable
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February 2022 - April 2022 - Spa Therapist at London Marriott Hotel Spa, London, County Hall, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Delivered a variety of the London Marriott Leisure Club, Revitalise Spa Face and Body treatments that included a range of facials and body massage treatments

- Upheld hygiene standards and followed health and safety regulations
- Cleaning/Maintaining equipment
- Keeping a clean and stocked room
- Suggested and promoted retail products and additional services

Products worked with:

Kaeso Facial Care

Career Break - Job hunting

September 2021 - October 2021 - Beauty Therapist at Linnaean, Nine Elms, London, UK - United Kingdom, (Day Spa)

Duties included:

- Primarily Nails - Mani, Pedi
- Massage
- Waxing
- Reception

Products worked with:

EmiLAC, Elemis, Murad, ESPA, Aromatherapy Associates, plus more

October 2021 - October 2021 - Receptionist at The You Clinic, London, UK - United Kingdom, (Skin Clinic)

Duties included:

- First point of contact for customers who visit our salon or make contact to learn about our services
- Warmly greeting clients upon their arrival & allocating them to the guest waiting area and inform therapists of guests' arrival
- Offer beverages and chat with clients who are in the waiting area
- Update client records
- Inform clients about new services and offers
- Answering client telephone, email & face to face queries via phone, email and in person
- Cross-sell services and products when appropriate (e.g. through informative brochures and gift cards)
- Welcome walk-ins, and schedule appointments based on availability
- Processing client payment transactions
- Checking guests in & out of appointments likewise, booking & confirming appointments by phone & email
- Maintain a clean & tidy reception area and floor i.e ensure brochures are properly displayed and up to date
- Order business cards, brochures and stationery as needed

Career Break - Worked another field/industry

December 2019 - December 2019 - Beauty Therapist at LifeSpa, London, UK - United Kingdom, (Day Spa)

Duties included:

- Massage and facials
- Manicure & Pedicure
- General cleaning and tidying of the Spa
- Laundry and maintenance of Towels etc.
- Reception cover
- Opening and closing Spa

Products worked with:

Dermalogica and Elemis

Career Break - Worked in another industry

September 2019 - November 2019 - Spa Therapist at 4Leisure Recruitment, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Worked on a temporary basis giving me a chance to experience working in many of central and greater London's most prestigious 5* spas whilst working flexibly to suit a schedule that works for me.
- Provided an outstanding guest service to clients providing treatments at the following locations:
 - Raddison, Heathrow
 - One Hotel, Aldwych
 - Bamford Haybarn, Brompton
 - Away Spa, Leicester Square
 - Dolphin Square Spa, Pimlico
 - K West Hotel, West London

Products worked with:

Elemis, ESPA, Comfort Zone, La Sultan De Saba, Oskia, Natura Bisse,

Career Break - Job hunting

November 2018 - July 2019 - Spa Therapist at GLL, Spa Experience, London, UK - United Kingdom, (Health Club)

Duties included:

- Perform treatments
- Achieving retail targets
- Reception Procedures
- Marketing & Promo's
- Revenue Protection
- Delivery of Spa Brand
- Preparation of areas & equipment as appropriate
- H & S
- Managing spa LONDON inbox enquiries
- Gathering customer feedback

Products worked with:

Elemis, Murad, CND

Career Break - Job hunting

October 2018 - October 2018 - Massage Therapist at Body fit, The GYM, London, UK - United Kingdom, (Health Club)

Duties included:

- Provide 30-50 minute classic swedish and deep tissue massages for appointment holders and walk-ins
- Guide clients through service offerings & help clients choose best types of massage treatments for them
- Conducting client consultations before treatments and providing aftercare advice
- Design sessions around clients' specific complaints or problem areas
- Listen to clients during treatments & adjusting techniques according to clients' needs
- Suggest massage schedules for recurring sessions
- Travel to corporate locations to deliver on-site treatments

Products worked with:

Grapeseed and Almond oil

Education and Qualifications:**2018 The Training Room**

Itec level 3 diploma in beauty therapy

Beauty Therapy Level 3 with CND & Lava Shells

2013 South Thames College, Wandsworth

Diploma

2003 Acton High

Gcse english, I.T, Health & Social Care

Product Training:

November 2018 Elemis

Elemis Academy

Biotec facials

Hands on facials & massage & body treatments

Biotec facials

Hands on facials & massage & body treatments

Deep Tissue Massage - 14 th November 2018

Peaceful Pregnancy - 16/11/18

ELEMIS Hands on Facials - 6 th November 2018

BIOTEC - 11/07/2019

Garden of England and Hot Mineral Body Boost - 18/7/19

Targeting Toning and Tightening - 19/7/19

Exotics and Thousand Flower Detox Wrap - 16/7/19

Facial Therapy - 20th - 21st August 2019

Vocational Qualifications

IT skills

Hobbies and Interests

Gym, reading, music, art,

CV created at www.spastaff.com

