

# **Curriculum Vitae**

**Female**

**D.O.B. 27 December 1982**

**Number of years working in industry: 21 years 3 months**

**Candidate ID Number:** 11117

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Treatment Manager / Spa Trainer, College Tutor

## **Personal Statement**

An experienced spa manager from award winning spas, with over 13 years industry experience. I have a proven track record in achieving financial targets and customer satisfaction. Consistently works to the highest professional standards, adaptable, efficient and proactive with great motivation and leadership skills, seeking to respond to new challenges.

Seeking work in the UK.

## **Employment History:**

**May 2015 - Present - Mobile Reflexologist** at (most recent employer hidden for confidentiality) Gloucester / Cheltenham , UK - United Kingdom, (Home/Mobile)

**Duties included:**

Self employed mobile reflexologist specialising in fertility and pregnancy treatments

**Career Break** - Maternity/Paternity leave

**January 2016 - Present - College Tutor** at Gloucester College, Gloucester , UK - United Kingdom, (College)

**Duties included:**

Teaching the theory and practical skills needed to perform reflexology treatments according to the curriculum. Setting and marking assignments and exams and performing formative and summative assessments.

**Career Break** - Maternity/Paternity leave

**December 2010 - March 2014 - Spa Manager** at Ellenborough Park Hotel , Cheltenham, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Executive management member involved in key decisions within the hotel.
- An executive member working on the pre-opening and ongoing operations of the first five star hotel in Cheltenham.
- Knowledge in all areas of spa operations, spa revenue management, marketing, hotel operations, HR, treatment

and product development.

- Involvement in the design of the spa, treatment rooms and communal areas, continued work with the architect to improve the customer spa experience.
- Recruiting, training, developing and leading an elite team of therapists, receptionist and spa attendants.
- Creating, recording and enforcing 'standard operational procedures' for every spa procedure.
- Ensuring all training requirements are met for therapists and coaching for continuous improvement.
- Continual training for spa staff to maintain high standards at all times and five star customer service.
- Setting team and individual targets and completing 3 and 6 monthly reviews for all team members.
- Proactively managing all hygiene, maintenance and health and safety issues ensuring a safe environment for staff and clients, developed the H&S procedures and training manual for the department.
- Reviewing and achieving departmental financial targets on an ongoing basis.
- Continued improvement as revenue increased 56% at the start of the second year budget.
- REVPATH increase by 47% in the second year budget.
- Satisfactory department gross profit achieved at the end of first financial year.
- Monitoring payroll costs, rotas and holiday requests to maximise productivity.
- Producing an accurate budget and sales forecast for the first two years
- Compiling monthly management reports for directors and investors.
- Managing professional & retail stock levels efficiently, including pre-opening orders.
- Designing the treatment brochure and tariff.
- Liaising with PR and marketing departments to create marketing strategies.
- Introducing product brands that project the correct image for the spa and hotel, creating opening orders and establishing relationships with suppliers.
- Maintaining the fitness suite and equipment, spa facilities and heat experiences.
- Hotel duty manager shifts.
- Winner of the world travel award for 'Leading Spa Hotel' in 2011, 2012 and again in 2013

**Products worked with:**

Babor - face & body treatments

Fake Bake - full body tan application

First Aid Training - St Johns Ambulance 3 days

**May 2009 - December 2010 - Assistant Manager** at Chancery Court Spa , London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Recruiting, developing and leading an elite team of employees and ensuring a smooth running operation
- Reviewing and achieving departmental financial targets
- Compiling daily, weekly and monthly reports for management and directors
- Managing professional & retail stock levels efficiently
- Monitoring payroll costs, rotas and holiday requests to maximise productivity
- Proactively managing all hygiene, maintenance and health and safety issues ensuring a safe environment for staff and clients
- Ensuring basic training requirements are met for all therapists and coaching for continuous improvement
- Setting team and individual targets and completing 6 monthly reviews for all team members
- Enforcing and maintaining the highest professional standards throughout the team
- Assisting with the design and tariff of the new treatment brochure and website
- Creating and training new treatments each month for media attention.
- Liaising with PR and marketing departments to create marketing strategies as well as performing VIP and journalist treatments
- Working and training on spa reception using spa software booking system and Fidelio
- Acting Spa Manager during final months whilst new spa manager was appointed and handover complete.
- 'Leader of the quarter' January - March 2010; great achievement in first year of management.

**Products worked with:**

Cosmeceuticals - Priory Coffeeberry and Vitage

Espa

Essie

**March 2007 - April 2009 - Senior Therapist** at The Grove , Watford, Herts, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Senior therapist and appointed Espa Specialist.
- Performing luxury spa treatments to high standards in this prestigious country spa
- Performing VIP and journalist treatments.
- Implementing and monitoring sales targets to therapist and reception teams.
- Mentoring and coaching team to attain high monthly targets
- Achieving personal sales targets monthly along with team targets.
- Creating 'in-house' incentives and setting to a team of twenty plus therapists.
- Monitoring and reporting ESPA incentives.
- Ensuring basic training requirements for all therapists, coaching for continuous improvement, and maintaining the correct protocol set by ESPA
- Delivering weekly product knowledge training for all therapists and receptionists.
- Liaising with all product house representatives to coordinate stock orders
- Conduct monthly team meetings.
- Assist the Spa Manager where needed, covering in her absence to ensure the team were managed

**Products worked with:**

Leighton Denny Nails - Manicure and Pedicure Treatments

Espa - Essentials, Concept, Ayurvedic, Super Active and Espa specialist.

Daniel Sandler - Trained to Make-up Artist standards by Daniel

**Career Break** - challenging interview process to be the personal therapist to the Royal Family of Jordan

**June 2006 - December 2006 - Senior Therapist** at Rejuve, Heathrow Airport, UK - United Kingdom, (Day Spa)

**Duties included:**

Part of the opening therapy team launching one of the first 5 star airport lounges at Heathrow. The role included performing treatments to an exact time scale for exclusive passengers before their flight. Additional responsibilities included training and support of newly qualified therapists and reception staff by being a formal mentor. As part of the opening team I was required to contribute towards marketing strategies, new concepts to promote within the airport and operational procedures. Unfortunately I was made redundant when the company went into liquidation.

**Products worked with:**

Jurlique - Facial and Body Treatments

**June 2005 - June 2006 - Massage Therapist** at Self Employed, Hertfordshire , UK - United Kingdom, (Home/Mobile)

**Duties included:**

Mobile massage therapist

**January 2004 - August 2005 - Beauty Therapist** at Pure , St Albans, Herts, UK - United Kingdom, (High Street Salon)

**Duties included:**

Beauty therapist - all treatments

**Products worked with:**

Guinot - Hydradermie and Hydra-Plus Facial Treatments

Caci - Facial Treatment

Caci - Quantum Body Treatment

Jessica Nails - Manicure & Pedicure Treatment

**April 2002 - December 2002 - Beauty Therapist** at Orchid Health and Beauty, Knebworth, Herts, UK - United Kingdom, (High Street Salon)

**Duties included:**

Beauty therapist - all treatments

**Products worked with:**

Guinot - Hydradermie and Hydra-Plus Facial Treatments

Caci - Facial Treatment

Caci - Quantum Body Treatment

Jessica Nails - Manicure & Pedicure Treatment

Aromatherapy Associates - Aromatherapy massage & Aromatherapy during pregnancy

Aromatherapy Associates - Facial and Body Booster Treatment

Jane Iredale Mineral Cosmetics - Use and Application

Ear Piercing

**Education and Qualifications:****2016 University of Gloucestershire**

University Diploma in Post-Compulsory Education & Training

I am currently studying towards university diploma in post-compulsory education and training (PCET) from which a voluntary placement lead to employability within the beauty department in two months.

**2016****2008 West Herts College, Decorum Campus**

City and Guilds 7303 - Award in Preparing to Teach in the Lifelong Learning Sector (PTLLS)

Award in Preparing to Teach in the Lifelong Learning Sector (PTLLS)

**2005 Birmingham College of Food, Tourism and Creative Studies**

HND

HND - Beauty and Related Therapies (Complementary Pathway)

Aromatherapy

Reflexology

Remedial Massage

Business management

**2002 Hertford Regional College, Ware, Herts.**

NVQ level 2 - Hairdressing

NVQ level 3 - Beauty therapy

**Vocational Qualifications**

First Aid

**Hobbies and Interests**

Family time

Reading

Horse riding

Gym

