

# **Curriculum Vitae**

**Female**

**D.O.B. 23 August 1981**

**Number of years working in industry: 23 years 11 months**

**Candidate ID Number:** 11132

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Spanish, French

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

**Position Sought:** Spa Manager, Recreation Manager

## **Personal Statement**

I have 10 years of ground experience and extensive knowledge in the 5\* Spa and Fitness & Wellness industry.

After a successful 2 years opening and managing The Mandarin Oriental Residences Spa I am now ready to apply my knowledge and learning into another new or existing project.

I am willing to travel either within the UK or internationally.

## **Employment History:**

**October 2010 - Present - Recreation Manager** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (5 Star Hotel Spa)

### **Duties included:**

Maintaining the motivation and moral of a team of 8 through a challenging opening project, developing a structured training system, increasing revenue within our Treatment and Retail sales, recruiting a team with specialised education and experience with the potential to grow within the department and company and in providing Residents and their Guests with consistent exceptional service levels.

Configuring an additional business center within the Spa Soft booking system, I am able to understand the system thoroughly and can significantly contribute to maximizing the use of staff time and thus enhance profitability, through effective appointment scheduling.

Managing Health and Safety is a significant part of running the Spa facility. Through completing a Managing Safely course and continually working towards annual audits, I have gained further understanding in how to promote a practical, safe and healthy working environment for both colleagues and residents.

### **Products worked with:**

- Mandarin Oriental Signature Products
- Aromatherapy Associates

**October 2009 - October 2010 - Spa Guest Relations Coordinator** at The Spa at Mandarin Oriental, London, UK - United Kingdom, (5 Star Hotel Spa)

### **Duties included:**

- Providing clients with exceptional service levels and contributing to the operating of a quality management system.
- Identifying, making contact and reservations for VIP guests prior to arrival. Providing personal assistance for VIP during their stay in reference to Spa services
- Creating and implementing a recognition program for repeat guests and VIP and Middle Eastern guests.
- Soliciting current local and external guests to increase repeat business
- Identifying and providing personalised attention to guests in order to ensure lasting impressions
- Promoting Spa Awareness
- Liaising and developing relationships with departments who are relevant in assisting with guest hotel bookings and preferences in order to anticipate needs.
- Creating a database of all regular guests past and present, socially prominent guests and regulars in order of highest treatment and retail spenders.
- Creating promotions for other departments in order to promote Spa facilities and treatments.

**Products worked with:**

- ESPA
- Mandarin Oriental Signature Products

**October 2007 - October 2009 - Spa Concierge** at The Spa at Mandarin Oriental, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Regular shifts as 'Manager on Duty'
- Supporting a motivated team and promoting a positive working environment
- Managing the smooth day-to-day Spa operations
- Handling the problems of guests, colleagues, therapists and spa attendants, often simultaneously
- Working daily with the Spa Soft booking system, maximizing the use of staff time and thus enhancing profitability through effective appointment scheduling.
- Providing exceptional levels of guest satisfaction and achieving Mission Statement aims and objectives

**Products worked with:**

- ESPA
- Mandarin Oriental Signature Products

**January 2004 - September 2007 - Senior Therapist** at Westin Turnberry Resort, Ayrshire, Scotland, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Organising and providing training for new employees and therapists on work experience
- Set learning objectives and conduct assessments on new team members achievement as Departmental trainer
- Responsibility for the monitoring and control of spa stock
- Conducting Behavioral Interview Programme with new candidates.
- Preparing the monthly staff Rota, based on the assessment of business needs and demands.
- Established a Database system of former, existing, and potential Turnberry Spa customers which became a valuable marketing tool for promoting Spa facilities and treatments.
- As part of the senior Spa team, I participated in strategy meetings to improve operational services

**Products worked with:**

ESPA

**February 2002 - January 2004 - Holistic and Sports Massage Therapist** at Champneys Health Farm, Tring, Buckinghamshire, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Practised within a team of 6 specialist Massage Therapists
- Specialised in Sports Massage
- Treated a variety of regular guests including many celebrities and VIP's.

**Products worked with:**

- Aromatherapy Associates

- Elemis

## **Education and Qualifications:**

### **2007 Ayr College, Scotland**

Diploma

ILM Management Diploma

- Information and Communication
- Self Management and skills
- Meeting Customer Needs
- People Management
- Operating Context and Change
- Planning Resources
- Finance & Numeracy

### **2006 Ayr College, Ayrshire, Scotland**

A Level

Higher (A level) Psychology

### **2002 Barnfield College, Bedfordshire**

Diploma

- Anatomy and Physiology Diploma (VAI) Feb 2000
- Swedish Massage Certificate (IIHHT) Aug 2001
- Reflexology Diploma (IIHHT) Aug 2001
- Indian Head Massage Diploma (IIHHT)
- Aromatherapy Diploma (IIHHT)
- Sports Event Massage (IIST)

### **1997 St. Albans Girls School**

GCSE s

- Child Development B
- Spanish B
- French B
- Mathematics C
- English Language
- And Literature C
- Information Technology:
- Spreadsheets, Database,
- Word Processing B

## **Product Training:**

### **January 2012 Aromatherapy Associates**

Champneys, Tring 2003 and Mandarin Oriental, London 2012

- Products
- Aromatherapy Massage
- Pre Natal

### **February 2007 ESPA**

Farnham and Glasgow

- Concept
- Hip and Thigh and Pre Natal
- Hot Stones
- Advanced Ayurvedic
- Product and selling

### **January 2003 Elemis**

Tring, Buckinghamshire

Product Training

## **Vocational Qualifications**

- Intermediate Excel Training
- Managing Safely
- PROFILE Training-Managing Performance and Development
- First Aid
- Defibrillator and Oxygen
- Lifeguard Training NPLQ
- CIMSPA Pool Plant Operators Course
- Interview for Success

## **Hobbies and Interests**

- Active in different sporting activities such as Yoga, Climbing, Pilates, Swimming, Skiing, Dancing, Squash and Running
- Regular participant in British Military style Fitness Group.
- Keen interest in Alternative Medicine.
- Travel, meeting new people and experiencing different cultures. Recent journeys include Europe, Australasia, Bermuda, South Africa and Scotland.
- Ongoing interest in Psychology which is useful in personal development as well as the working environment.

CV created at [www.spastaff.com](http://www.spastaff.com)

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