

Curriculum Vitae

Female

D.O.B. 23 July 1982

Number of years working in industry: 20 years 0 months

Candidate ID Number: 11204

Nationality: South African

Language Skills:

Fluent: English, Afrikaans

Basic: Italian

Permitted to work in: South Africa

Position Sought: Regional Senior Manager, Spa Director, Spa Manager, Spa Co-ordinator, Product trainer

Personal Statement

My goals at the moment are to expand my knowledge and experience in my field.

I have a great passion for this industry, and work very well with team members and targets set out by companies.

My best qualities are perseverance and to be an excellent task manager. As a spa manager, the job often requires that we do a few things at once, you need to look after the business, and inspire and motivate staff, and I think that has always been one of my strong features. I cope very well under pressure, and love training and development with the staff, focusing on treatment protocols, service standards and retail.

Seeking work in National and International Locations.

Employment History:

July 2010 - Present - Spa Consultant at (most recent employer hidden for confidentiality) Cape Town, South Africa, (5 Star Hotel Spa)

Duties included:

Spa Consultant Duties and services offered: (present)

Training of staff and managers

1. Modules for Staff:

- Solution selling - 5 steps to success!
- Consultation and communication
- DISC Training (behavior profiling)
- Recommendation and upgrading of treatments
- Dealing with objections
- Reception training
- Training of new Staff in all modules

2. Modules for Reception:

- Meet and greet
- Booking of appointments
- Upgrading and retailing at the desk

- DISC Training
- Communication Skills
- Check in and Checkout of guests
- Customer service and guest satisfaction
- Telephone Etiquette and Follow up services

3. Spa management training:

This includes all the training modules, as the spa manager is needed to perform consistent training with Staff to ensure growth within the business.

- Breakdown and plan staff and spa targets for the month.
- Promotions and marketing for spa
- Schedules and duties for staff.

Spa audit and quality Assurance:

I will experience a spa treatment from reception meet and greet till check out, and a full report and evaluation will be put through and advise on possible changes and improvements within the business. A full audit for the spa will be done covering the following:

- Reservations and check in procedures
- Waiting/ relaxation area
- Spa operations and reception area
- Treatment rooms
- Standards of spa services
- Evaluation of service provider
- Aftercare advise
- Check out procedure

This is a very effective tool as to establish the weaknesses and then individualize a specific training program, which ensures faster results.

Locum for spa management

As part of my services I offer full management and supervision of your spa should you need any capable hands while away or on holiday.

So rest assured, you will have a fresh pair of eyes in your business. Managing and upholding high services standards, train staff and merchandising. I will provide a full report on your return, as well as suggesting any changes or improvements.

Consulting services offered in the following:

- Spa/salon setup and planning
- Spa layout and space planning
- Spa operations setup
- Spa operations software and management program
- Selecting and creating spa menu of services, treatment prices, and times.
- Spa linen and branding, equipment and furniture
- Spa Therapist branding and uniforms design
- Spa trends and treatment advise (deciding on the right treatments and services offered for your market base.)
- Employee contracts

Spa Interior design :

- Spa theme inside and outside
- Colour palette
- Hard finishes/soft finishes
- Curtains, furniture, lightings
- Treatment rooms, reception area, relaxation area
- Displays
- Facility floor plan and space layout

Merchandising

Recruitment for spa professionals

Because we specialize in delivering and upholding the highest service standards and help you with setting up your business we will help you in finding the right staff for your Spa and Salon. The individuals applying for positions will undergo a thorough trade test and interview, before sending them for the final interview with you. When recruiting we will look at experience, qualifications and personality to suit your business needs.

Positions we recruit for:

- Spa therapist (massage and beauty)
- Hairdresser and nail technician
- Receptionist
- Spa manager/assistant spa managers

Products worked with:

Gatineau, Babor, RVB, Guinot, Clarings, Dermalogica, Nimue, Environ, Jessica Nails products, OPI, Phytomer, Algologie, Decleor, Carita, Elemis, LaTherapie, Ionithermie

Career Break - Traveling

October 2007 - April 2010 - Spa Manager at Steiner Transocean LTD, Carnival Cruiselines, (Cruise Ship)

Duties included:

Responsible for the daily operation and performance of the spa, salon, and retail area. Acts as liaison to and maintains communication between spa and corporate office as well as maintaining an excellent working relationship with on board management.

Duties and responsibilities

Knowledgeable of all corporate policies, procedures and required reports

Maintain communications between spa and corporate office by submitting appropriate, timely reports regarding operations, sales, and productivity on a daily and weekly basis.

Review daily appointment schedules & productivity reports ensuring budget projections are being met

Knowledgeable of all spa activities, programs, services and retail products in order to train and motivate staff to ensure that business goals and profit objectives are met

Oversee Spa, Salon and Gymnasium and day-to-day operations of the Ocean spa.

Conduct frequent daily walk-through to ensure that facility and equipment are always clean and in good repair, and to interact with staff to motivate and encourage them in the daily performance of their duties.

Establish and maintain standards and procedures for all aspects of spa operations

Evaluate spa operations on an on-going basis and develop timely solutions to the various operational problems that occur.

Supervise, coach, mentor and train staff to ensure exceptional guest experiences, and to assist in staff career development. Discipline and counsel staff as needed.

Conduct meetings on a daily and weekly basis.

Complete quarterly staff evaluations in a timely and fair manner.

Oversee all spa purchases and the processing of payment for all invoices on a timely basis.

Assist in on-going guest promotions to increase services and product sales.

Ensure that spa rules and regulations are followed by guests and enforced by staff.

Receive and respond to all guest comments, suggestions and complaints in a constructive and professional manner.

Practice proper time management skills in order to remain organized within the position's workload.

Products worked with:

Elemis, LaTherapie, Ionithermie, MeBath

October 2006 - July 2007 - Assistant Manager at Steiner Transocean LTD, Carnival Cruiselines, (Cruise Ship)

Duties included:

Assistant Spa manager and Ionithermist (Carnival Cruise line – Miracle)

- Helping with the implementation and managing of the Daily operation, Guest Service and Experience aspect of all Spa Facilities.
- Duties at reception desk and balancing paperwork at the end of the business day
- I did a lot of training one-on-one with the therapists
- Working with a team of 19 staff with responsibilities inc. Training, Mentoring, Setting Goals and Targets.
- Achieving Target & Goals set out by Manager.
- Running my own column as Ionithermist and achieving targets and goals set by the company and the manager; Training, port clean and Organization of Embarkation Day, Spa tours Host
- Promotions & Specials for treatments
- Handling Guest Complaints as per companies' policies. Carnival Cruise lines
- Stock taking and orders

Cross-promotion: Training and promoting from the desk

Products worked with:

Elemis, Ionithermie

July 2005 - September 2006 - Area Sales Representative at Twincare International, Cape Town, South Africa, (Product Company)

Duties included:

Sales Representative (O.P.I products – Western Cape)

- Responsible for managing key accounts, and opening up new accounts

Merchandising, promotions, product training with therapists, and product launches, stock take

Achieving monthly and quarterly targets

Products worked with:

Phytomer, OPI

Education and Qualifications:

2002 Isa Carstens Health and Skincare Academy

- Health & Skin Care Diploma
- Isa Carstens Masters Diploma
- SAAHSP Skin & Body Diploma
- SAAHSP Aromatherapy & Reflexology Diploma
- CIDESCO Skin & Body Diploma
- CIDESCO Aromatherapy Diploma
- CIBTAC Skin and Body Diploma
- Eve Taylor Clinical Aromatherapy
- Manual Lymph Drainage Vodder method
- Electrical Epilation

2000 High School Stellenbosch

Grade 12 High School Diploma

Subjects passed: Afrikaans Language (Higher Grade), English, Accounting, Business Economics, Biology, Geography.

Product Training:

**August
2006**

Elemis, La Therapie, Ionitermie,

Steiner Training Academy, London, UK

Product knowledge and treatments for Cruise ship

April 2005 O.P.I. , Phytomer

Cape Town

Sales representative for products, knowledge of full product range and treatments.

**January
2001**

Gatineau, RVB, Nimue, BABOR

College 2000-2002

Full product range, and treatments performed with the products, skincare and body care.

Vocational Qualifications

Computer Skills: Microsoft Office and Power point.

Hobbies and Interests

Hobbies include Craftwork like mosaic art, scrapbooking, needlework. I am also a very active person and love the outdoors, hiking, running, swimming.

CV created at www.spastaff.com

