

Curriculum Vitae

Female

D.O.B. 21 September 1970

Number of years working in industry: 27 years 4 months

Candidate ID Number: 11429

Nationality: British

Language Skills:

Fluent: English

Basic: Greek, Spanish

Permitted to work in: Spain, Cyprus, UK - United Kingdom

Position Sought: Spa Manager, Assistant Manager

Personal Statement

17 years experience in the spa industry.

I have worked for some of the top 5* spa's and resorts in the world.

Experienced with looking after royalty, celebrities, actors and high profile guests.

Managed my own team of over 12 therapists as well as sucessfully running the Decleor account within Champneys, England.

I have good communication skills, an extremely high sales record and am a very self motivated and compassionate individual who excels at any challenges.

I find it easy to build and maintain rapport with others and have good people skills.

Seeking work in International Locations.

Employment History:

August 2008 - Present - Assistant Manager at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

A fantastic role which involved me with the 3.2 million pound refurbishment of the new spa which we launched in May 2009. I was responsible for the selection of new product houses, devising a brand new treatment menu including designing bespoke Dorchester treatments, selection of equipment, uniforms and everything you would expect towards a new spa.

I am accountable for the day to day running of the spa, managing a team of 20, rotas, training, staff meetings, stock and ordering and meeting all requests from our very demanding guests.

We won Conde Nast Traveller UK Hotel Spa of the year 2010 and also Spa Boutique of the year 2010. We have just won 3rd place Conde Nast Traveller UK Hotel Spa of the Year 2011.

Experience with Microsoft Word, Excel and Spa Soft

Products worked with:

Carol Joy

Vaishaly

Aromatherapy Associates

Kerstin Florian

Essie

May 2008 - August 2008 - Senior Therapist at The Grove, Watford, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

A short term role upon returning to the UK within a 5 star environment recognised as one of The Leading Hotels of the World.

The flagship spa for Espa with a team of over 18 therapists

Products worked with:

Espa

November 2007 - March 2008 - Spa Manager at Body Divine, Kerikeri, Bay of Islands, New Zealand, (Day Spa)

Duties included:

I was on a 4 month contract whilst the proprietor was on maternity leave.

Specialising in Environ skincare, Jane Iredale and IPL treatments I was responsible for all aspects of running a business, accountable for stock, ordering, daily banking and security of the premises.

This was a very busy clinic with a client base of over 800 and I carefully continued to maintain the fantastic reputation. I increased sales revenue by 28% during my time and focused on introducing new clients to the clinic. I attended regular seminars in Auckland with Dr Des Fernandes.

Products worked with:

Environ

Jane Iredale

IPL

January 2007 - October 2007 - Senior Therapist at Spa Esprit, Seven Mile Beach, Cayman Islands, (Day Spa)

Duties included:

Working with Environ and Guinot within a day spa on the island, I was responsible for the smooth running of all the treatment rooms and nail studio, and my initial 6 month contract was extended.

I was responsible for the daily banking procedures, wages, stock control and promotions and worked with the STX booking system.

I consistently reached and exceeded my targets which were set weekly and successfully built up a loyal clientele.

Products worked with:

Environ

Guinot

OPI

June 2005 - December 2006 - Senior Therapist at FAIRMONT, Horseshoe Beach, Southampton Parish, Bermuda, (5 Star Hotel Spa)

Duties included:

Within a 5 star environment, delivering only the highest standards of treatments in the largest hotel and spa in Bermuda. Working with Kerstin Florian, June Jacobs, B Kamins and vichy showers, I provided a variety of treatments to our hotel guests, local residents and club members. Some of our clients have included Catherine Zeta Jones and Cherie Blair. With a team of over 40 therapists, I was responsible for training new therapists and also monitoring the Willow Stream standards.

I worked with the Spa Soft booking system.

Products worked with:

Kerstin Florian

June Jacobs

B Kamins

vichy showers

January 1999 - January 2005 - Head Therapist at CHAMPNEYS, Tring, Hertfordshire, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Role : Decleor Specialist promoted to Premier Therapist

As an account manager I specialised in all the Decleor treatments. I was also accountable for the smooth running of 10 Decleor treatment rooms, stock control and monthly promotional activities including demonstrations and talks. I ensured that my team of 12 therapists were always motivated and regularly refreshed with training.

I was rewarded by Decleor for consistently beating my quarterly targets for sales and was repeatedly recognised as their top sales therapist in the country.

I was promoted in 2003 to this high profile position in one of the most prestigious health resorts in the world, where only the highest standard of care and attention is acceptable. I was accountable for guests in our 12 Premier suites where i was their personal therapist.

A major part of my role was to greet on arrival and assess my clients needs and to complete a personal treatment, nutrition, health and fitness schedule for the duration of their stay using Premier Spa.

I worked along side our plastic surgeon assisting with facial peels and botox. My work also included filming for the BBC - including a programme with Charlie Dimmock and Anna Ryder-Richardson - and filming for Sky television and regular radio interviews.

Some of my clients have included Prince Andrew, Naomi Campbell, Jerry Hall, James Brolin, Steven Gerrard, Jilly Cooper, Simon Cowell and Sheikh Juffali.

Products worked with:

Decleor

Jessica

Clarins

Guinot

Thalgo

Carita

Aromatherapy Associates

Champneys Products

La Zouche

January 1998 - April 1999 - Assistant Manager at Health and Beauty Retreat, Ealing Raquets , Ealing, London, UK - United Kingdom, (Day Spa)

Duties included:

Role :Senior Beauty Therapist & Assistant Manager

I specialised in Clarins and Thalgo treatments, building a good rapport with the club members.

My duties included retail target setting and monitoring to ensure staff were fully motivated and that incentives relevant and effective, which is particulary important when managing the launch of new products. I was also responsible for stock control, training and rota's.

Products worked with:

Clarins

Thalgo

Jessica

Education and Qualifications:

1994 Aylesbury College

1987-1989 Aylesbury College, Buckinghamshire, England.

1993-1994

City & Guilds Salon Management - pass with distinction

RIPH Health & Hygiene - pass with credit

ITEC Facial Therapy - pass with credit

CIBTAC Body Therapy - pass with honours
City & Guilds Cosmetic Make up - pass
City & Guilds Manicure & Pedicure - pass
City & Guilds Wigmaking - pass

1994 Juniper Hill

CSE - English Lit, English Lan, Maths, Business Studies (2 subjects), French, Science.

Product Training:

January 2011 All product training was mainly in house over the span of my career

Clarins including Paris Method Face and Body, Spa Experience and Pro active face

- Decleor including a 2 year advanced excellence course
- Carita
- Elemis phases 1, 2 and advanced
- Thalgo
- Jessica Nails
- Nailtiques
- R V B natural viso and tuenda
- Tisserand Aromatherapy
- Perfector lifting and Purikiss
- Advanced pregnancy massage
- La Zouche
- Champneys skincare
- Kerstin Florian
- June Jacobs
- B.Kamins
- Willow Stream products
- Vichy shower
- Tara Aromatherapy
- Guinot Hydradermie
- OPI Nails
- Environ skincare
- Eyelash Perming
- Brazilian Waxing - warm wax
- Jane Iredale Minerals
- Espa Concept (Distinction)
- Thai hot compress massage
- Carol Joy London
- Vaishaly

May 2008 Decleor

Including a 2 year advanced excellence course

March 2008 Clarins

Paris Method Face and Body, Spa Experience and Pro active face

February 2007 Guinot

Hydradermie Facials

January 2007 Environ

January 2007 Carita

January 1994 Elemis

phases 1, 2 and advanced

January 1994 Espa

Espa Concept distinction

Vocational Qualifications

Student of the year at college in 1987
Champneys champion in April 2001
Champneys customer care award in August 2003
Champneys highest achiever award in May 2004

I was an active member of the staff forum at Champneys
I have been involved with filming for the BBC, Sky television and have also done various radio interviews
I helped to develop the new Champneys product and treatment range launched September 2004
Willow Stream employee of the month in August 2005
I was selected to be one of the Willow Stream spa trainers in February 2006

Launched the new Dorchester Spa in May 2009 and won CondeNast Spa of the Year 2010

Hobbies and Interests

I love being a Mummy and spending time with my baby daughter Amara.
When possible I enjoy the gym, tennis, spinning and swimming to stay healthy. I also enjoy the cinema, music and concerts.
I love to travel and experience different cultures.
I am in excellent health and have always been a non smoker.

CV created at www.spastaff.com

