

# **Curriculum Vitae**

**Female**

**D.O.B. 02 November 1985**

**Number of years working in industry:**

**15 years 3 months**



**Candidate ID Number:** 11703

**Nationality:** French

**Language Skills:**

Fluent: English, French

Good: Spanish

Basic: Italian, Russian

**Permitted to work in:** European Union, New Zealand

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager

## **Personal Statement**

As a confident and driven individual, I excel at building rapport, driving sales and managing relationships professionally and with determination. With current Sales and Management experience, strong customer service and selling skills along with 5 years therapy experience, I understand the importance of setting high standards and driving for results to meet and exceed the organisations target. I have been able to measure my past success and credibility, through meeting industry standards and achieving awards; 'Manager of the Year', 'Spa of the Year', and 'Highest Achievement Award'. Crucial to success in my current role, is the ability to work closely with the different teams in developing and helping them to go above and beyond clients expectations. I am a people's person who thrives in a fast paced busy environment. I am excited about my next step and further developing in the area of senior corporate operations/sales management role.

## **Employment History:**

**March 2016 - Present - Spa Director** at (most recent employer hidden for confidentiality) Deauville France, France, (5 Star Hotel Spa)

### **Duties included:**

- Pre opening director - Spas Diane Barrière - Hotel Le Normandy 5\*, and Hotel Le Royal 5\* (LHW) - oversee the Spas activity and operations, including the pool, sauna, hammam and fitness areas.
- Manage to open a 900m2 (Hotel Le Normandy) and 800m2 (Hotel Le Royal LHW) Spas in 2016 consisting of 15 single and 3 double treatment room
- Manage a large team of 15 employees (2 assistants, Trainers, therapists, receptionists, and Pool attendants) and 40 freelancers (15 yoga and Pilates teachers, 25 therapists).
- Drives full operational and spas effectiveness (Spa SOP and P&P)
- Budgeting (Daily & monthly report, P&L), Cost of Spa Product, Inventory system and Spa Reservation system.
- Ensures fiscal responsibility through efficient scheduling of department personnel and, when necessary, makes changes to stay within budgetary guidelines.
- Create Spa Menu / Create a team of service providers to meet all aspects of professionalism and service demands. Assesses all department and/or facility employee progress continually, coaches employees fairly and consistently with positive reinforcement and disciplines, participates in annual performance evaluations, and assists in the termination process when necessary.
- Ensure the maintenance of a fully staffed department and/or facility by recruiting, interviewing, hiring, and training all staff.
- Ensure appropriate facility supervisory coverage by participating in the Manager on Duty (MOD) program.
- Provides excellent customer service and helps monitor guest feedback through the use of comment cards and other customer care techniques. Helps to supervise and follow up on guest requests and comments.
- Assists the marketing department in the creation and implementation of an effective marketing and public relations strategy in a timely manner. Develops group participation and recruitment plans, outlining in detail all promotions, programs, and expenditures.

**Products worked with:**

2 prestigious concept such as Aerial (first integratif spa in France creating the embrase of TCM and high technology) and Le Tigre (luxurious Yoga and Pilates studio with treatment based on Ayurveda)

**Career Break - Traveling****May 2015 - October 2015 - Regional Senior Manager** at Forme spa , Auckland, New Zealand, (Day Spa)**Duties included:**

Second in charge position (60 staff - \$5M turnover)

Manages a large team of 60 employees, including 10 managers.

Driving spas to reach revenue targets - monitoring individual/spa performance and taking action as required to achieve results

Motivation, coaching and development of spa Manager. The Sales manager reviews weekly focus goals and works with the spa managers, guiding and coaching as required.

To be actively supervising all spa managers as direct supervisor

Ensures business processes are being complied with and that the spas are being run according to the Forme Spa procedures manual.

Running Stocktakes - Annual leave - performance review - Monthly manager sales meeting - Performance management - Recruitment of Managers.

Provide help to accountant for global spa revenue accuracy.

**Products worked with:**

Babor

Bioelements

Kio Kio

Verite

Pure inventions

Intraceuticals

**May 2013 - May 2015 - Spa Manager** at Forme Spa, auckland, New Zealand, (Day Spa)**Duties included:**

First full year as manager: Top forme spa 2013 (1st out of 10 spas) for great achievement, fastest growth and highest profit for the company.

Duty manager for all 10 spas, technical and general management support.

New Zealand's largest luxury spa group. I carry out all the induction training for Babor skin care range. I am the company internal Babor trainer for all ten spa's.

To lead, motivate and mentor staff through individual goal settings, coaching and review

To develop actively and implement strategies (marketing, negotiation)

To ensure stock accurately

To recruit, train

Spa revenue management ( Annual KPI's including the Professional stock usage, Wages budget, Retail stock usage)

**Products worked with:**

Babor

Bioelements

Kio Kio

Verite

Pure inventions

Intraceuticals

**June 2012 - May 2013 - Assistant Manager** at The rejuvenation clinic, London, UK - United Kingdom, (Skin Clinic)

**Duties included:**

Assist the spa manager in the budget requirements  
End of day, responsible of inventories, stock, staff rosters  
Marketing task (evaluation of the spa in the market, case studies with survey)  
Take full management responsibilities in absence of the spa manager  
Update administration, promote, sell and maximize the potential of all sales  
Oversee press visits, PR andVIP. Cover reception  
Training of all therapists, attend management meetings  
Recruit, appraise and set highest standards at all times

**Products worked with:**

ESPA  
obagi  
skin ceuticals

**April 2011 - June 2012 - Senior Therapist** at Chuan spa / Langham hotels, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Spa / Beauty therapist  
Staff rosters  
Weekly stocktake  
Overseeing the efficient day to day running of the spa  
Communicating with other departments in the Hotel  
Setting monthly targets for retails and treatments (3-6 therapist)  
Reception duties (booking, customers services and greeting)  
Customer's complaints

**Products worked with:**

Babor  
Thalgo  
Chuan spa

**March 2010 - January 2011 - Senior Therapist** at Steiner / Princess, Princess Star II, (Cruise Ship)

**Duties included:**

Senior Spa therapist  
Reception duties (booking, customers services and greeting)  
In charge of my own column of treatments  
In charge of my own retail business  
Seminars (body, nutrition)  
Promotion of the spa on daily basis  
Training (22 therapists)  
Customer's complaints

## **Products worked with:**

La therapie

Elemis

Bliss

## **Education and Qualifications:**

### **2009 William Angliss / Elly Lukas Melbourne Australia**

Diploma of resort management

Resort management (Hotel, spa and restaurant)

Beauty therapy

### **2009 Melbourne australia**

CIDESCO

### **2007 Ernest Renan, France**

Diploma

Advanced vocational diploma of international retail travel sales specialised in Marketing

### **2005 Charles de Foucault, France**

Baccalaureat Marketing (Obtained with High distinction)

### **2009 William angliss Melbourne Australia**

Resort and spa management diploma, obtained with the award of the most outstanding spa student for this promotion.

Subjects about marketing, management of hotels, restaurant and spas.

Overall grade A+

### **2009 Elly lukas**

Diploma of beauty, massage therapy (NVQ II and III)

Cidesco

## **Product Training:**

### **June 2014 Babor, Bioelements**

Campbells bay, New Zealand

Trainer for Babor

Bioelements facial procedures

**August 2012**

### **Skin ceuticals, Dr Russo, Espa**

London

Full face and body ESPA training

Skin ceuticals DVD training, usage of some products in treatments

Dr Russo training by Dr Russo

### **June 2011 Thalgo, Babor, Chuan spa**

London

A total of 9 full days training with thalgo, babor and chuan body and face including advanced programs (training spread over a period of 3 months)

**March 2010**

### **elemis, bliss, la therapie**

London, steiner academy

A full 3 weeks training about the product ranges : facial, body, and men's range.

### **June 2009 sothys, skeyndor, Litya, Sorisa**

Australia, Melbourne

A full 6 months facial training practice with sothys for basic, and skeyndor for advance. Full face and body for Litya, and Full microdermabrasion training for Sorisa.

## **Vocational Qualifications**

Qualifications

England

Diploma of Pregnancy and Labour massage - Body basic 2012 (London, England)

Australia

Cidesco certificate of examination

Diploma of Resort and Spa Management - William Angliss 2009(Melbourne, Australia)

Diploma of Beauty Therapy and Massage - Elly Lukas 2009(Melbourne, Australia)

Diploma of Aromatherapy

Thailand

Certificate of traditional Thai massage - delivered by the ministry of education of Thailand (April 2009)

France

BTS Advanced vocational Diploma of International Retail Travel sales 2005-2007 (French, English, Spanish)

Baccalaureate Marketing (commercial communications) 2003-2005 (passed with high distinction)

BEP Certificate of Secretary (specialized in computer) 2001-2003 (passed with distinction)

BAFA Certificate of ability for organizer's functions 2004

Winner for the Gala 2017 - Best wellness Spa (15 months opening)

Award from Forme Spa : Forme spa 2013 and 2014 for highest profit, great achievement and fastest growth , Forme Spa manager 2014

Top shop award winner for Health and Beauty NZ 2015 (Albany Forme Spa)

Award of Excellence Elemis Spa Award for outstanding practical achievement in Spa Therapies

Nominated for Thalgo Therapist of the Year 2012

Nominated Outstanding employee at the Langham hotel by LQA auditor (May 2012) for tremendous efforts during the spa treatment and post treatment attention and advice provided.

Product and treatment training for: Thalgo Sothys, Yonka, Skeyndor, Sorisa, Li'tya, Elemis, La therapie, Babor, ESPA, Skin ceuticals, Bioelements, Pure inventions, Intraceutical.

Computer applications: Microsoft Excel, Word, Power Point, Access, Keynote, Pages, Numbers

Hotel and spa booking system: Opera, Kronos, Concept, Spa booker, cruise ship system, shortcuts, Entreprise.

## **Hobbies and Interests**

Sports (running, handball, volleyball, beach volley)

Languages learning

Travel

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