

# Curriculum Vitae

**Female**

**Number of years working in industry:**

**26 years 3 months**



**Candidate ID Number:** 11745

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: greek

**Permitted to work in:** Jersey, Italy, Guernsey, Greece, Gibraltar, Germany, France, Cyprus, UK - United Kingdom, Spain

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Receptionist, Area Sales Representative

## Personal Statement

Resourceful Therapist, Manager and Trainer with exceptional leadership qualities, underpinned by the ability to forge, maintain and nurture relationships, conducive to business growth. Motivated and enthusiastic professional and happy and healthy optimist who enjoys a holistic lifestyle and collaborates easily at all levels of hierarchy. Strong team builder; demonstrates in-depth analytical / strategic ability to facilitate operational and procedural planning and has played an integral role in reducing staff attrition through effective motivation, training and engagement

Recognised as a strong team builder and facilitator, committed towards the continued delivery of service excellence as a self-employed Tour Manager between 2001 and 2003, 2006 and 2007; escorting groups overseas while sourcing, planning and developing tour requirements and supervising the training and workload of staff.

Controlled and supervised a team managing a resort office, accounts and a resort with up to 300 customers as Overseas Island Manager / Representative for Virgin Sun Holidays Ltd and Kosmar Holidays (1998 - 2001); recognised for providing the highest standards of customer care to customers and suppliers, securing future recommendations and referrals in support of business growth.

Consistently dealt tactfully and diplomatically with any arising concerns / complaints in line with strict service standards throughout early career.

Successfully supervised a team of 5 Therapists as Team Leader and Senior Spa Receptionist at Champneys Health Resort between 1990 and 1997 while also overseeing ad-hoc administrative functions, stock management and staff performance management.

since leaving Temple Spa in 2014, i decided to extend my life skills and took up the opportunity to volunteer overseas in varios projects. I aslo took the opportunity to travel and gain knowledge of different cultures, countries and therapies offered.

## Employment History:

**November 2016 - Present - Tour an training manager** at (most recent employer hidden for confidentiality) Athens, Greece, (5 Star Hotel Spa)

### Duties included:

- Create and deliver tours overseas for multi national groups
- Source and plan tour itinerary.
- Check that programs, itineraries and prices for booked services are consistent with the program offered.
- Research and deliver up to date facts, history and information
- Liaise with suppliers in order to align our range of services with their requirements.
- Update all suppliers on any additional requirements to ensure customer expectations are met

- Problem solving
- Communicate a range of information on itineraries, destinations and culture
- Develop a specialist area of knowledge
- Use professional knowledge to answer questions from holidaymakers and to fulfil their expectations of the tour
- Write reports and maintain records
- Provide feedback after a tour as part of a debrief
- Conduct full training for new tour managers.

**April 2016 - November 2016 - Spa Manager** at Nelson holidays, Messini, Greece, (5 Star Hotel Spa)

**Duties included:**

Responsible for monitoring and organising a team of resort staff, ensuring a smooth running operation and maximising on guest's holiday satisfaction and the team's performance.

Duties Included:-

- Ensuring smooth operation of the Spa
- Training, Assessing, monitoring and coaching your team to achieve resort targets relating to sales and customer service
- Problem solving, offering advice, assistance and support to your team when dealing with difficult situations
- Ensuring that company image is maintained to a high standard
- Communicating effectively with your team by means of written/verbal methods
- Holding weekly team meetings
- Complete Stocktaking
- Rota

**April 2011 - April 2016 - head of training** at Temple Spa, International, UK - United Kingdom, (Product Company)

**Duties included:**

Business & Training Manager 2011 - present

Temple Spa, International (field based)

Provide a motivational managerial style to build strong, committed and happy teams.

Ensure all therapists are trained in the entire treatment menu and retail sales techniques, and perform treatments in line with a 5\* spa service.

Created inspiring and motivational training presentations

Developed annual training agenda and materials for learning.

Ensure all brand (Temple Spa) standards is constantly trained and monitored to achieve the highest level of service.

Assessed salon and therapist's performance through regular coaching and development

Submitted reports and plans in line with management targets

Motivate and develop the needs of spa teams to achieve targets, promote and attend events and promotions.

Work closely with product development team to ensure the brand is at the fore front of the industry

Research and source new business, securing future recommendations.

Assist with each Spa's development, maximising the use of effective marketing

Hold regular meetings with each spa. Record and track the success of the spa, promotions and therapists.

Assist with the recruitment needs of the Spa's.

Ensure the spa and therapists appearance is maintained at the highest level

**Products worked with:**

Temple Spa

**March 2007 - March 2011 - Health Programme Manager** at New You Boot Camp, National & international, UK - United Kingdom, (Health Club)

**Duties included:**

Managed a residential Health and Fitness programme, offering advice on nutrition, fitness and lifestyle choices

Organised a full programme of activities; interfacing regularly with suppliers.

Promoted and achieved sales and secured future recommendations.

Successfully sourced, planned and developed all camp requirements.

Followed-up with clients post camp sales to ensure satisfaction and on-going business.

**February 2004 - September 2006 - Spa Manager** at Haven Hotel, Poole, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

Supervised a team of Therapists; organising and delivering additional training where needed.

Provided a full range of treatments; maintaining expert awareness of all procedures, treatments and products.

Set and achieved / exceeded sales objectives and targets and reviewed performance monthly.

Maintained and organised daily bookings and programmes.

Monitored and ordered stock in line with stringent budgetary constraints.

Balanced treatment and sales transactions and analysed the use of spa time.

Improved customer relations through advertising, promotions and the organisation of themed evenings.

**Products worked with:**

Thalgo

Guinot

Elemis

Jessica

**May 2003 - January 2004 - College Tutor** at Decleor , London/National, UK - United Kingdom, (Product Company)

**Duties included:**

To carry out training on all Decleor products and treatments on a weekly basis, home and field based.

To manage a nationwide group of accounts and be responsible for refresher and update training.

To maintain and organise training programme.

To organise stock levels in order to carry out correct training.

**Products worked with:**

Decleor

Carita

**November 2001 - April 2003 - Tour Manager** at Self Employed , Worldwide, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

Escorting groups overseas.

Experienced in dealing with customers and identifying customer's needs.

Proven ability to source, plan and develop all tour requirements.

Assisted customers with all aspects of their holiday needs. Recognised for exceptional customer service.

Supervised the training and workload of staff and new tour managers

**March 1996 - November 2002 - Overseas Island Manager** at Virgin Sun/Kosmar Holidays, International, Greece, ( Hotel Spa)

**Duties included:**

Controlled and supervised the representative team with responsibility for the resort office, accounts and own resort with up to 300 customers.

To provide office and administration support to colleagues and managers.

Acted as local contact for customers and suppliers internally and externally.

Recognised for providing the highest standard of customer care to customers and suppliers, securing future recommendations and referrals.

Ensured service standards and targets laid down by the company are met.

**March 1990 - February 1996 - Senior Therapist** at Champneys health , Tring, Herts, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Supervised a team of five therapists, organising and delivering additional training.

Provided a full range of treatments, ensuring the team and myself were familiar with all procedures, treatments and products.

Set and achieve sales objectives and targets and reviewed performance monthly.

Maintained and organised daily bookings and programmes.

Responsible for the control and re-ordering of stock.

Balanced treatment and sales transactions and analysed the use of spa time.

**Products worked with:**

Clarins

Decleor

Guinot

Roc

Mavala

Christian Dior

**Education and Qualifications:**

**1990**

CIBTAC

**1989 Henlow Grange College of Health & Beauty**

CIBTAC Diploma ITEC IHBC

Beauty Therapy

Make up

Water Aerobics

Reflexology

Aromatherapy  
Indian Head Massage  
Hot stones massage  
No hands deep tissue massage

## **1988 Harlington Upper School**

GCSE  
Maths (B)  
English (A)  
Geography (B)  
Biology (A)  
Art & Design (A)  
theatre Studies (B)  
PE (A)  
RSA Typing (Credit)  
Pitman Word Processing (Credit)

## **Product Training:**

### **September 2013    Perfector**

Perfector head office, bournemouth  
Full Perfector Micro current treatments in order to train others. Train the trainer

### **May 2011    Temple Spa**

Temple spa , Littlehampton  
Full training on Product and treatment and spa management/consultancy and sales, in order to be head of training and business manager.

### **May 2005    Decleor**

Decleor Training School, London  
Full 4 week tutor training, to be able to teach full treatment and product menu nationwide

### **March 2004    Elemis**

Elemis in house training  
Full treament & product training

### **August 2003    Guinot**

Refresher training, guinot training school ascot  
Full face refresher training

### **July 2003    Thalgo**

Thalgo on site training  
Full face & body treatments and full product range

### **July 2003    Jessica**

Haven hotel on site training by jessica rep  
Jessica nails

**December 1993**   **Decleor**

Champney on site training

**September 1993**

Full treatment and product training

**CACI**

Champneys, Tring

Full Product and treatment

**April 1993**

**Guinot**

Ascot Training School

Full product and treatment training

**February 1993**

**Clarins**

Champneys, Tring

Full treatment & product training, including Paris method

**May 1992**

**R O C**

Champneys, Tring

Full Product training

**June 1991**

**GM Collin**

GM Collin Training School

Full treatment and Product

## **Vocational Qualifications**

Clait 1 & 2 computer studies

ECDL Computer Studies

Currently Studying Nutritional Therapy Diploma & Feature writing for Health & Beauty Magazines

## **Hobbies and Interests**

Hobbies include watersports, horse riding, Hiking, Cycling, Pilates, Nutrition, the Arts.

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

