

# **Curriculum Vitae**

**Female**

**D.O.B. 23 April 1970**

**Number of years working in industry: 27 years 6 months**

**Candidate ID Number:** 11951

**Nationality:** British, New Zealander

**Language Skills:**

Fluent: English

**Permitted to work in:** New Zealand, UK - United Kingdom

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Complementary Therapist, College Tutor

## **Personal Statement**

I am a proactive team player with excellent interpersonal skills. An efficient, well organised individual with an eye for detail & the confidence to work under own supervision. I am loyal, reliable & committed to delivering 5 star service, with most of my previous roles being customer facing, this has given me a good grounding in providing excellent customer service, sometimes in the most difficult & challenging situations. Furthermore I understand the need to always be professional & conscientious when dealing with clients & I hope I am able to purvey that to all of those that come into contact with me in the working environment.

Seeking to work in the UK, New Zealand and International Locations

## **Employment History:**

**January 2014 - Present - Brand Ambassador** at (most recent employer hidden for confidentiality) Auckland, New Zealand, (Product Company)

### **Duties included:**

Key Responsibilities include:

- Sales, developing business opportunities for new and existing accounts
- Marketing, initiating and running events and promotions
- Managing entire production process from preparation, bottling labelling and boxing
- Sourcing of new products and ingredients
- Supporting lab technician
- Handling invoice and purchase enquiries

Reason for Leaving: Company relocating

**May 2011 - January 2014 - Beauty Tutor** at Intueri, Auckland, New Zealand, (College)

### **Duties included:**

Key Responsibilities included:

- Delivery of courses in all disciplines of beauty, holistic and spa management therapies
- Preparing lesson plans and assessments
- Management of onsite spa academy
- Ongoing assessment of professional development of students

Reason for Leaving: Business sold

**April 2009 - March 2011 - Spa Manager** at Hyatt regency, Auckland, New Zealand, (5 Star Hotel Spa)

**Duties included:**

Key Responsibilities Included:

- Managing record keeping, inventory control and client retention programs through the spa management softwear
- Closely analysing purchasing, invoicing, stock control and control of spending, inline with agreed hotel budgets driving the business forward
- Driving the business through front end sales, maximising use of kitomba systems
- Retail sales and focusing, motivating and training the team, in line with monthly targets and promotions to ensure targets were met
- Increase revenue and productivity through the effective management of column utilisation. This I achieved by restructuring staff rotas and implementing a flexible working roster, so it was much easier to match spa occupancy to staff
- Maximising therapist treatment room utilisation and retail revenue
- Ongoing training of all new therapists to 5 star standard
- Marketing was a big part of the role, organising beauty and therapy presentations and events in the Spa
- Managing the spa trainer to ensure on-going training plans and assessments for staff were carried out, to ensure standards were met.

Reason for leaving: Hyatt sold the business.

**Career Break - Job hunting**

**August 2006 - December 2008 - Spa Manager** at Ardencote Manor, Stratford upon Avon, UK - United Kingdom, (Hotel Spa)

**Duties included:**

Key Responsibilities Included:

- Increasing revenue and good column utilisation practise, through the effective use of the salon "Premier Spa" system
- Managing the operational and financial aspects of all of the Spa operations in a busy 12-treatment room spa
- Designing a new Spa menu, this involved researching and launching 2 new product brands, designing treatments, spa days and new brochure format
- Managing the business through a period of refurbishment and business overhaul, whilst still ensuring 1st class service & treatments were consistently delivered
- Working closely with Sales & Marketing department

Reason for leaving: Relocating to NZ

**Career Break - Move overseas**

**December 2004 - July 2006 - Assistant Manager** at David Lloyd Health Club and Spa, Solihull, UK - United Kingdom, (Day Spa)

**Duties included:**

Key Responsibilities included:

This started as a senior therapy position and led to Assistant Manager

- This was a hands on treatment based role
- Provide assistance to the Spa Manager, to ensure all standards were maintained and procedures followed
- Lead by example in all treatments
- Supervise the performance of all the therapists
- Take part with marketing events, including theme evenings and promotions

REASONS FOR LEAVING: To broaden management skills

**January 2004 - January 2005 - Beauty Therapist** at Hyatt Regency, Birmingham, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

## Key Responsibilities Included

- Carried out a full range of holistic treatments including scrubs, wraps, facials and massages.
- Recommending and advising clients on the best treatment programmes and retail
- Handling all enquiries and bookings in relation to treatments.

Reason for Leaving: To broaden my skills and move to a senior role

**July 1998 - June 2003 - Business Administration Manager** at Haresbrook Nursing Home, Worcestershire, UK - United Kingdom, (Hospital / Medical Clinic)

**Duties included:**

Within the first year of management the Nursing home fees increased by £60k & Profit by £40k. This was achieved by the following key actions: -

- Reviewing all supplier contracts & renegotiated terms
- Adopting a flexible administration style in order to carry the business through a change of ownership & new management
- Staff Management, Implementing staff training, manage and implementing staff contracts, policies and procedures
- Health & Safety management: Maintaining records relating to H&S/Fire and produce risk assessments
- Stock control and ordering
- Fee Management: Maintaining accounting records & reconciliation's, production of fee notes, collection of outstanding amounts

REASONS FOR LEAVING: Voluntary redundancy, gave me the opportunity to pursue full time beauty course at college

**Career Break** - Training - industry-related

**January 1998 - June 2003 - Assistant Front Office Manager** at Thistle Hotel Group, Northampton, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

Key responsibilities included:

- All front office duties
- Developing and implementing strategies for achieving individual sales goals
- Ensuring the smooth running of front office through goal planning and time keeping
- Working within a Duty Manager capacity for the hotel once a week.
- Contact in-house customers to foster additional business, repeat bookings
- Planning and organising marketing and sales events with potential clients
- Using active selling skills in order to achieve sales targets.

REASON FOR LEAVING: For above role

**Education and Qualifications:**

**2004 Penny price school of aromatherapy**

International federation of practising Aromatherapists

Aromatherapy and reflexology

**2003 Kidderminster college of beauty**

NVQ

Beauty level 1, 2,3

**1990 Worcester college of technology**

HND

HND Hospitality management

**1986 Tenbury High school**

## **Product Training:**

### **June 2013 Dermaolgica one week training Pevonia 10 day training**

Yon-ka-Onsite training Elemis-Onsite training Thalgo- Thalgo training center Thalgo

Thalgo-wraps,scrubs,facials,rituals

Elemis-Scrubs,wraps,rituals,facials

Dermalogica: Facials

Yonka: Facials

## **Vocational Qualifications**

Computer technology RSA 1 and 2

Socail media qualifiaction

Hotel managment HND

## **Hobbies and Interests**

Running

Making skincare products

Reading

Skining

Dance

Yoga

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