

# Curriculum Vitae

**Female**

**D.O.B. 11 February 1991**

**Number of years working in industry:**

**14 years 11 months**



**Candidate ID Number:** 120444

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Italian

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Treatment Manager / Spa Trainer, Area Sales Representative

## Personal Statement

Hardworking individual that thrives in a busy working environment, who keeps calm under pressure. Good at coaching and mentoring a large team to provide an excellent standard of customer service. Results driven who enjoys working on company revenue to exceed targets.

Seeking work in international locations and cruise ships

## Employment History:

**April 2021 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Chester , UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

Managing a team of 20 with general spa operations to provide the best standard of customer service. Training therapists and creating spa packages and offers to increase spa revenue. Coaching the team with retail sales training with regular performance reviews. Stock management and control to ensure stock is fast moving. Spa reservation management and reception operations. Dealing with customer complaints to ensure every customer leaves wanting to return. Daily revenue management to exceed targets.

### Products worked with:

Elemis

medik8

OPI

Caci

St tropez

supernova

revitalash

**July 2016 - Present - Spa Manager** at Clarins , Chester , UK - United Kingdom, (Product Company)

**Duties included:**

Management of the clarins spa, monitoring revenue and training. Manager the clarins counter to ensure stock turnover and daily sales were met. Hosting events and workshops to help hit targets and promote the business. Carrying out regular reviews to ensure staff were hitting retail targets. Creating sales displays to catch customers attention. Dealing with complaints and returns. Managing the treatment diary system and bookings.

**Products worked with:**

Clarins

**June 2014 - July 2015 - Skin Clinic Therapist** at Ella rouge beauty , Sydney , Australia, (Skin Clinic)**Duties included:**

Assist clinic manager with managing duties

stock control

reception duties

providing a high standard of treatments

selling treatment courses and retail to ensure regular custom

Cashing up and opening

**Products worked with:**

Dermalogica

thalgo

ultraceutical

priori

**April 2009 - July 2013 - Beauty Therapist** at Macdonald hotels , Whitchurch , UK - United Kingdom, (5 Star Hotel Spa)**Duties included:**

Carrying out 5 star treatments

selling retail

reception duties

housekeeping duties

**Products worked with:**

Decleor

jessica

lava shells

**Education and Qualifications:****2008 Shrewsbury college**

NVQ level 3

NVQ level 2 and 3

**Product Training:**

## July 2008

Shrewsbury college - SCAT

NVQ level 2 and 3

decleor

jessica

fake bake

lava shells

clarins

priori

dermalogica

elemis

medik8

opi

## Vocational Qualifications

Teaching PTLLS

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

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