

Curriculum Vitae

Female

D.O.B. 15 November 1984

Number of years working in industry: 17 years 9 months

Candidate ID Number: 12211

Nationality: Canadian

Language Skills:

Fluent: English

Permitted to work in: Canada

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Massage Therapist, Receptionist

Personal Statement

My best quality is my passion for the Health & Wellness industry. This shines through in my day to day work which has lead me to a very successful career. I am seeking a Massage Therapist, Beauty Therapist or Management position within a 5 star Spa. My goal is to join my husband who for 5 months has worked & resided in Bermuda.

Seeking work in Southampton, Bermuda.

Employment History:

July 2010 - Present - Assistant Manager at (most recent employer hidden for confidentiality) Toronto, Ontario, Canada, (Day Spa)

Duties included:

Position: Line Manager, Spa Services.

- Oversee the daily operations & scheduling of the Spa Services team; 45 aestheticians, 60 massage therapists & 2 hair dressers
- Proactively optimize schedules based on business demand
- Supervise spa care experts, and ensure all services are given following company standards.
- Educate employees on performing treatments, establish new protocols, provide training and coaching.
- Monitor treatment rooms & service areas to ensure that they are kept neat, clean and in compliance with health & safety regulations.
- Maintain adequate inventory of supplies & product.
- Actively work to meet departmental budget expectations set out by senior management team.
- Submit accurate payroll for designated pay period by the assigned deadline
- Address any guest or employee concerns as they happen and follow up documentation

Products worked with:

Guinot, Swiss Line

Career Break - Traveling

January 2009 - October 2009 - Spa Manager at Steiner Leisure, Europe, (Cruise Ship)

Duties included:

- Daily management of the Spa Operation, Guest Services and experience aspect of all Spa Facilities; Including, Thermal area and Fitness Center.
- Management of 20 staff members; performance reviews, performance counselling, scheduling.

- Organizing & performing all training sessions & follow up.
- Actively work towards achieving targets and goals set out by the company.
- Handling Guest Complaints as per company policy.
- Inventory Control.
- Performed massage & facial & body treatments when necessary.

Products worked with:

Elemis, La Therapie

Career Break - Traveling

February 2008 - October 2008 - Beauty Therapist at Steiner Leisure, Caribbean & Alaska , (Product Company)

Duties included:

- Assisted the Spa Manager with management of a team of 24 staff members with responsibilities including Training & Mentoring.
- Assisted in the daily management of the Operation, Guest Services and experience aspect of all Spa Facilities.
- Work towards achieving personal cruise targets and Goals set out by the Spa Manager.
- Performed Massage Treatments
- Performed Face & Body Treatments

Products worked with:

Elemis, La Therapie

Career Break - Traveling

November 2006 - August 2007 - Beauty Therapist at Steiner Leisure, Caribbean, (5 Star Hotel Spa)

Duties included:

performed Facial & Body Treatments, and Massage Therapy

Products worked with:

Elemis, La Therapie

Career Break - Traveling

Education and Qualifications:

2009 Steiner Academy, London, UK & Miami, Florida, USA

Management Training

Cruise responsibilities as a manager

Company Policies & Procedures

Quality Assurance

Enhancing customer service

Salon Sanitisation

Stock Control

Commission payments

2006 Elmcrest College of Applied Health Sciences

Degree Graduated with Honors.

- Health & Skin Care Diploma
- Facial & Body Electrics

- Anatomy Diploma
- Massage Diploma
- Manual Lymph Drainage
- Body treatments Diploma
- Manicure & Pedicure Diploma
- Waxing Diploma
- Introduction to Business
- Cosmetology Diploma

Product Training:

November 2006 **Elemis & La Therapie**

London, England

- Attend training at Steiner Academy,
- Product knowledge of face & Body
- Service Protocols
- Ionithermie product line
- Retail Sales Training

CV created at www.spastaff.com

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