

Curriculum Vitae

Female

D.O.B. 22 May 1979

Number of years working in industry: 27 years 6 months

Candidate ID Number: 12284

Nationality: British, Welsh

Language Skills:

Fluent: English, Welsh

Permitted to work in: European Union, UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Manager, Treatment Manager / Spa Trainer, College Tutor, Area Sales Representative

Personal Statement

I am an accomplished manager with thirteen years experience working within the health & beauty industry. I am dedicated and enthusiastic with excellent communication and motivational skills. I confront challenges with clear thinking and a can-do attitude and I constantly challenge myself and keep up-dated with new treatment trends.

Seeking work in Cardiff, South Wales and Dyfed.

Employment History:

April 2010 - Present - Cluster Manager at (most recent employer hidden for confidentiality) Cardiff & Bristol, UK - United Kingdom, (Skin Clinic)

Duties included:

Originally hired as Clinic Manager for the Cardiff branch I was quickly promoted within 2 months to Cluster manager responsible for both Cardiff and Bristol. Looking after a total of 13 staff over 2 locations my main role is to ensure both clinics hit monthly target and all staff are working within the regulated guidelines. Destination Skin are a cosmeceutical company and provide a fast paced, results driven and sales oriented service.

I believe strongly in rewarding high performers and currently have 4 members of staff on progression development plans. Along with the day to day running of both clinics I am also part of the operations team and have specific days to be 'on-call' for any issues or help any of the 11 clinics may need which also involves sending out daily motivational e-mails to the group.

Products worked with:

Dermaquest, Agera, Murad, Skinceuticals, Medik8, Dermaroller & Philip Kingsley

November 2007 - March 2010 - Account Manager & Trainer at Aromatherapy Associates, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

As an Accounts Manager my priority was to ensure all of my clients were given the highest service possible. I was responsible for mainly 5* resorts and hotels, including the Ritz-Carlton group and Rocco Forte collection. I create and implement on-site training plans for standard or bespoke treatments. I assist with organising promotional events by offering motivational and retail training sessions for reception & hotel teams. Internally my role, as part of the company's sales team was to present promotional ideas and suggestions at monthly sales meeting with the Managing Director and report on my 32 accounts.

I successfully created excellent working relationships with all my clients and their staff. The majority of clients have seen an increased in their turnover resulting in increased spend with Aromatherapy Associates with one clients spend

increasing from £20,000 a year to over £61,000 a year. I am regularly consulted for input on promotional ideas on increasing account turnover.

Products worked with:

Aromatherapy Associates

March 2007 - October 2007 - Spa Manager at Cotswold Water Park 4 Pillars Hotel, Cotswolds, UK - United Kingdom, (Hotel Spa)

Duties included:

I was responsible for establishing the brand new luxury spa alongside the opening of 4* 220 bed roomed hotel. I recruited staff for the Beauty, Fitness and Reception teams. I worked closely with a Spa consultant to ensure that build work was completed on time and to a high standard. I created all processes and procedures including (SOPs & NOPs from new).

Promotionally I was responsible for marketing membership to clients of an unopened spa. I organised 4 open days and ensured accurate data collection. I set up a marketing system to better target new or potential members with upcoming treatments.

Organisational I was responsible for forecasting and forward business planning. I was charged with overseeing all aspects of health & Safety. I also worked closely with the Hotel's General and Operational Managers often serving as Duty Manager for the hotel and created and oversaw budgets with the Financial Controller.

Products worked with:

Decleor & Leighton Denny

July 2005 - March 2007 - Spa Manager at The Randolph 5* Hotel & Spa (MacDonaldHotels), Oxford, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

I oversaw the opening of the spa as the hotel was raised from a 4* rating to 5*. I hired a team of therapists and receptionists and oversaw business targets. I created and implemented procedures in-line with the Macdonald Group's standards. I oversaw the construction work to ensure the smooth opening of the spa. I planned a marketing strategy to create awareness of the spa's work, both internally and externally. I also implemented all Health and Safety rules and regulations, ensuring the facilities were kept spotless and in good working order.

Products worked with:

Decleor & Jessica nail

November 2005 - July 2006 - College Tutor at Cirencester College, Cirencester, UK - United Kingdom, (College)

Duties included:

I taught all aspects of Health and Safety to NVQ level 2 students and Beauty Therapy NVQ level 3 to full time and evening students. The work included lectures, seminars, workshops and practical demonstrations as well as complying with robust administrative procedures

Products worked with:

Beauty Basics

April 2003 - July 2005 - Beauty Manager at Calcot Manor & Spa, Gloucestershire, UK - United Kingdom, (Hotel Spa)

Duties included:

I oversaw 7 treatment rooms and relaxation area, building the team from 4 therapists to 19. During my time retail sales increased by 50% and cost of sales dropped by 6%. I provided a weekly analysis of turn over, performed forward business planning, monitored staff training and dealt with customer queries and complaints. I also formed excellent links with product houses.

Products worked with:

Guinot, Aromatherapy Associates, Thalgo, Jessica & Cele nails

October 2002 - April 2003 - Salon Manager at Saks Hair & Beauty, Cardiff, UK - United Kingdom, (High Street Salon)

Duties included:

I was employed by Saks for two main purposes: to advise the owners (hairdressers) on running a beauty salon and to improve the working relationships between the hairdressing department and the beauty department. I worked hard to improve staff moral by holding team building workshops and organising job-shadowing, giving all staff insights on their peer's working patterns. This coincided with an increase in business turnover

Products worked with:

Elemis & Jessica Nails

July 2000 - October 2002 - Senior Therapist at St Davids 5* Hotel & Spa, Cardiff Bay, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

As a senior therapist my role was to carry out treatments to a high standard and treat our VIP and celebrity guests. As a senior therapist I had a small team of spa staff whom I mentored. I would guide my team through assigned tasks, encouraging them to present their work to the spa manager and resulting in a growth in confidence and moral. I was nominated by the spa team as their advocate for internal meetings, representing their concerns to the hotel operational system.

Products worked with:

E'Spa

June 1998 - July 2000 - Beauty Therapist at Ragdale Hall Health Hydro, Leicestershire, UK - United Kingdom, (Day Spa)

Duties included:

I began my career following a successful college-organised work placement. I worked my way from casual therapist to senior therapist, working alongside highly experienced professionals and being trained by some of the best in the business. During long shifts I learned to work efficiently and in a team environment. My confidence as a therapist grew and I was relied on by the supervisors to be a mentor.

Products worked with:

Kanebo, Guinot, Decleor, Clarins, THalgo, DSD, Jessica nails

Education and Qualifications:**2003 Cirencester College**

Stage 1

Teacher Training Stage 1 (7107)

1998 Pembrokeshire College

NVQ 3

Beauty Therapy

1998 Pembrokeshire College

NVQ 2

Hairdressing

1995 Ysgol Gyfun Y Strade

G.C.S.E

GradeB

Double science, English, Welsh, Welsh Literature, Business Studies, Information Technology

Grade C

Maths, Design & Technology, Drama & Art & Design

Vocational Qualifications

BIIAB- personal Licence

Hobbies and Interests

Charity work -recently completed a challenge of visiting 92 football clubs in 92 hours (England & Wales premiership clubs) completed in 89 hours and raised over 5k for Downs Syndrome Association

Reading

CV created at www.spastaff.com

SPA STAFF.COM
