

Curriculum Vitae

Female

D.O.B. 03 November 1978

Number of years working in industry:

23 years 1 month



Candidate ID Number: 12447

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Assistant Manager

Personal Statement

Ambitious spa graduate specializing in management. Fifteen years beauty therapy and customer service experience has developed the necessary leadership skills and values to accommodate customer requirements and monitor sales targets and KPIs. Effective communicator keen to use and develop these skills professionally serving the spa and wellness sector

Employment History:

January 2011 - Present - Beauty Therapist at (most recent employer hidden for confidentiality) Regional, UK - United Kingdom, (Hotel Spa)

Duties included:

- Performing treatments to a high standard as per treatment protocols.
- Hit and exceed all targets including retail.
- Outstanding customer service; personalising every treatment and offering specific recommendations based on assessment of the clients individual needs.
- Attended extensive therapy-based training from product brands such as Decleor and Jessica.
- Actively participated in the day-to-day running of the business including cleaning, opening and closing of spa and stock control.

April 2004 - Present - director at Claire Elizabeth Beauty, Derby, UK - United Kingdom, (Home/Mobile)

Duties included:

- Outstanding customer service; personalising every treatment and offering specific recommendations based on assessment of the clients individual needs.

January 2003 - Present - Assistant Manager at Clean Team, Derby, UK - United Kingdom, (Home/Mobile)

Duties included:

- To ensure good customer service and customer satisfaction are always met.
- Making new rotas every week.
- Manage stock levels.

- Manage the cleaning teams.
- Lead and train the team.
- Develop and coach the team.
- Appraisals.
- Responsible for interviewing and hiring new staff members.
- Responsible for customer loyalty through detail work and client relations.

Products worked with:

n/a

September 2015 - April 2016 - Head Therapist at Moddershall Oaks Day Spa, Staffordshire, UK - United Kingdom, (Hotel Spa)

Duties included:

- Successfully managed a large team of therapists by delegating tasks effectively and efficiently.
- Assisted in the induction and integration of new therapists, developing therapy and training skills.
- Effective use of Time/Diary Management in order to organise and control treatment columns thus maximising staff utilisation.
- Performed a range of Elemis facial and body care treatments as well as manicures, pedicures to an excellent standard, providing relevant retail recommendations and after-care to all clients.
- Successfully managing/monitoring the Client Journey to enhance the overall guest experience including the ability to motivate and encourage the up-selling of treatment and retail sales.

August 2010 - November 2011 - Beauty Therapist at Hoar Cross Hall, Staffordshire, UK - United Kingdom, (Hotel Spa)

Duties included:

- To remain professional at all times.
- Maintain a friendly attitude towards clients and members of staff.
- Adhere to dress code and cleanliness.
- Carry out correct procedures of beauty treatments on every client.
- Check clients into treatment collections
- Ensure smooth running of day to day operations.
- Use product knowledge to retail.

Products worked with:

Elemis, Clarins Elemis Thalgo Jessica nails Spa Finders Dead sea spa magik

March 2007 - March 2008 - Beauty Therapist at Eden Day Spa, Staffordshire, UK - United Kingdom, (Day Spa)

Duties included:

To provide a friendly and professional service. Perform facial and body treatments. Maintain stock levels of products and ensure cleanliness of own beauty room. Retail. Adhere to personal cleanliness and dress code of a beauty therapist.

Products worked with:

Elemis Thalgo Jessica nails Clarins make-up

Education and Qualifications:

2015 Derby University

Bachelors Degree

BSc International Spa Management

2015 Derby University

Certificate

Small Pool and Operations certificate

2015 Derby University

Certificate

First Aid Training

2011 Derby College

Level 3

PTTLS Preparing to teach in the lifelong sector award

2008 Burton College

VTCT

Indian Head Massage

2004 East Midlands College

ITEC pass

ITEC Holistic Full Body Massage Diploma

2002 East Midlands College

PASS

ITEC Beauty Specialist Diploma

1995 Derby High School

Art B, Design Technology B, English Literature B, German B, French C, English Language C, Home Economics C, Maths C, Physics D.

RSI Computer Literacy PASS

Duke of Edinburgh Award BRONZE

Product Training:

April 2015 Elemis

The Devonshire Spa

Deep Tissue Massage, mother-to-be massage, Hot/Cold stone massage

March 2007

Jessica Nails

Eden Day Spa

Jessica nails manicures and pedicures

March 2007

Elemis

Eden Day Spa

Facial and Body treatments-Exotics

Vocational Qualifications

Preparing to teach in the Lifelong sector award PTTLS COMPLETED April 2010

Hobbies and Interests

Adult tap dancing, dog breeding

CV created at www.spastaff.com