

Curriculum Vitae

Female

D.O.B. 19 May 1968



Number of years working in industry:

15 years 10 months

Candidate ID Number: 12477

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Regional Senior Manager, Spa Manager, Salon Manager, Treatment Manager / Spa Trainer, College Tutor, Area Sales Representative, Teaching Team Leader

Personal Statement

In support of my application I have cultivated excellent business relationships to negotiate supplier contracts and reduce costs by a further 10%.

I have doubled employee productivity by creating training plans for new and existing staff and maximised profits by encouraging staff to partake in point of sale up selling.

I am able to demonstrate excellent administration and organisational skills including IT.

I have cultivated excellent relationships with learners to improve confidence, motivate and support learning.

In my employment with Champneys I was promoted to a position of great responsibility.

I have introduced regular charity events which yielded over £4K for local causes.

I have continued to ensure my own personal development in the beauty industry keeping up to date with the latest trends and regularly attending exhibitions.

Employment History:

September 2012 - March 2013 - National Franchise Trainer/Regional Southern Trainer at (most recent employer hidden for confidentiality) Berkshire, UK - United Kingdom, (Product Company)

Duties included:

Reporting to the Training Development Manager ensuring the growth and development of new and existing business training needs both within the territory and via head office training school for Guinot.

Oversight, co-ordination and monitoring of the national franchise business learning and development ensuring all training material complies with company standards. On-going assessment of franchise employees to maintain national standards are consistently met, liaising with the New Business Director.

Products worked with:

Guinot

May 2004 - September 2012 - Senior Tutor at Champneys Resort, Tring, Hertfordshire, UK - United Kingdom, (College)

Duties included:

Reporting to the Principal with responsibility for the day to day management of the college operation, including the design, development and delivery of programmes of learning to meet the needs of the college and its students.

Maintaining good staff relations through effective management, communication, training, motivation and development and managing excellent parental / guardian relations through effective communication.

Managing college and examining board's compliance in all areas including learners & client's welfare through health & safety in the workplace, first aid, effective planning, organisation & time management of class schedules, client booking

systems and student attendance. Development of individual learning plans and monitoring student progress. Budgetary and stock management for student and client activities and tutoring staff annual budget £90K pa.

Maximising sales opportunities through the promotion of the highest standards of client care with on-going development & training opportunities for staff and learners.

Promotional and PR activities such as actively soliciting new students in open days and coordinating school work experience for potential future intakes with local education authorities as well as individual schools.

Products worked with:

Champneys

Elemis

Fake Bake

Priardara

St Tropez

April 2003 - May 2004 - Spa Manager at Virgin Vie Spa, London, UK - United Kingdom, (Health Club)

Duties included:

Managed the retail & treatment room spa centre within a Virgin Activity Centre including the effective recruitment, training & management of a team to cover all aspects of the spa centre. Maximised sales opportunities through proactive development of activities promoting the brand name and excellent standards of client service. Monthly spa sales target of £5200. Achievement of budgetary & stock target indicators. £80K pa.

Products worked with:

Virgin Vie Skincare & Make Up

February 2002 - December 2002 - Spa Manager at Sheraton Hotel & Resorts, Antalya, Turkey, (5 Star Hotel Spa)

Duties included:

Responsibility for a boutique 8 treatment room wet spa with a team of therapists and additional reception/retail staff reporting directly to the General Manager. Effective planning & implementation of advertising campaigns & PR activities to maximise sales opportunities. Monthly spa sales target £16K. Consistently achieved key performance indicators through originating & developing staff through introduction of incentive schemes & training. Budgetary & stock management. £110K pa.

Products worked with:

Dermalogica

Guinot

La Prairie

Career Break - Job hunting

November 1999 - July 2001 - Salon Manager at Paul Gerrard Hair & Beauty, Central, Hong Kong, (High Street Salon)

Duties included:

Successful completion of a health & beauty environment introducing the advertising, PR & marketing strategy of the services including signature treatments. Budgetary and stock management. Consistently achieved high levels of bonus related monthly sales targets \$17k.

Products worked with:

Jurlique

Career Break - Traveling

December 1997 - November 1999 - Spa Manager at Beautiful Skin Centre, Central, Hong Kong, (Health Club)

Duties included:

Based within a private health club managing all areas of effective planning, scheduling & staff attendance to provide a high level of service to club members. Stock management for the centre. Consistently achieved high levels of bonus related sales targets \$35K.

Products worked with:

Elemis

July 1997 - December 1997 - Massage Therapist at Mobile, Aylesbury, UK - United Kingdom, (Hospital / Medical Clinic)

Duties included:

Developed a successful independent practice offering a full compliment of treatments.

Products worked with:

Absolute Aromas

Solutions

February 1986 - July 1997 - Operations Executive at CPM Field Marketing, Thame, UK - United Kingdom, (Product Company)

Duties included:

Initially employed as a Marketing Administrator, promoted to Operations Executive in July 1994 with responsibilities to organise & develop major blue chip client accounts.

Education and Qualifications:**2012 Aylesbury College of Further Education**

Diploma

City & Guilds; Aylesbury College of Further Education Level 3 Certificate in Assessment of Vocational Achievement 2012

2011 Champneys College of Further Education

CIDESCO

CIDESCO Aromatherapy

2010 Champneys College of Health & Beauty

CIDESCO

CIDESCO Beauty Therapy

2010 Champneys College of Health & Beauty

Certificate

Hot & Cold Stone Massage

2009 Champneys College of Health & Beauty

Certificate

HOPI Ear Candles

2008 Champneys College of Health & Beauty

Certificate

Indian Head Treatment

2004 Aylesbury College of Further Education

Diploma

City & Guilds 7407 Stage I & II Certificate in Education 2004

2000 Beautiful Sgkin Centre, Hong Kon

Certificate

Reiki Teacher & Master

2000 Frederiques College, Hong Kong

Certificate

1999 Beautiful Skin Centre, Hong Kong

Certificate

Reflexology

1996 Aylesbury College of Further Education

ITEC

Beauty Therapy

1986 Sir Henry Floyd Grammar School

GCSE/A Level: Sir Henry Floyd Grammar School, Aylesbury 1986

O Level: English Language, English Literature, Maths, History, Biology, French

A Level: English Language, English Literature

Product Training:

September 2012 Guinot

Guinot training School, Ascot
Hydradermie2 facial electrical treatment
Lift facial electrical treatment
Liftosome manual facial treatment
Aromatic manual facial treatment
Beaute neuve facial treatment
Aromatic body contouring and softening treatments
TechniSpa anti-cellulite and toning body treatments
Epil Smart & Stick Hair waxing systems

July 2012 Minx Nails

Champneys College of Health & Beauty
Minx Nails

March 2011 Eye Lash Perming

Hive
Eye Lash Perming

July 2009 St Tropez

Champneys College of Health & Beauty
St Tropez Manual tanning

September 2004 Champneys

Champneys Resort, Tring
Champneys Retail face and body products

May 2003 CACI Futur-Tec Laser

Virgin Vie Spa, London
Futur-Tec Face and Body Treatments

April 2003 Virgin Vie

Virgin Vie Spa, London
Facial and Body treatments, make up & retail sales
February 2002 Dermalogica
Sheraton Turkey
Facial practical and product training

February 2002 Guinot

Guinot Distribution Centre, Turkey

Facial & body skin care products

November 1999 Jurlique

Jurlique Head office, Hong Kong

Facial skincare and Retail Training

November 1999 Elemis

Elemis Training School, Edgeware

Elemis Face & Body Retail & Product Training. Detox Body Wraps

December 1997 Ionithermie

Beautiful Skin Centre, Hong Kong

Body practical treatments

November 1997 CACI

CACI Head Office London

Facial and Body practical treatments and retail products

Vocational Qualifications

Conflict management

Disciplinary & appraisals

Communication skills

Health & safety in the workplace

First aid at work

Microsoft office / MS Windows

Spa premier / Fidelio hotel & micros systems / Ikosoft

Hobbies and Interests

I am a keen gardener and avid reader as well as writing short stories.

CV created at www.spastaff.com

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