

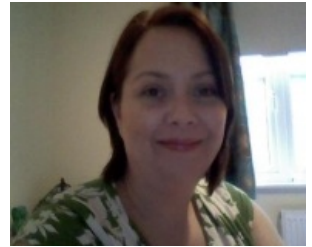
# Curriculum Vitae

**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 pro-active 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

Cranio Sacral Therapy Level I

**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, Edgware

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](http://www.spastaff.com)

