

Curriculum Vitae

Female

D.O.B. 15 February 1984

Number of years working in industry: 21 years 10 months

Candidate ID Number: 12709

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Spa Manager, Spa Co-ordinator

Personal Statement

A passionate and creative individual who excels in customer service. A perfectionist who embraces change and flexibility. Motivated and positive, an adaptable planner and organiser with great administration and IT skills.

Seeking work in South East England and International Locations

Employment History:

October 2008 - Present - Salon Manager at (most recent employer hidden for confidentiality) Flackwell Heath, UK - United Kingdom, (Hair Salon)

Duties included:

Transformed the business' marketing through instating a new professionally-designed website and launching a rebranding campaign including developing a new logo and planning a salon refurbishment. Increased company exposure through joining the Good Salon Guide and liaising with local newspapers, schools, businesses and charitable event organisers. Other promotional strategies have included encouraging 'word-of-mouth' marketing, setting up an appointment reminder service and developing a guest feedback survey.

Contributed to a growth in sales through arranging in house promotions and building up a strong menu of services reflective of industry trends as well as the initiatives of local competitors. Improved figures also related to a new approach to customer service I have developed within the salon.

Improved the efficiency and professionalism of the business' operations by developing and implementing new staff policies and hiring an external company to provide updated Human Resources and Health and Safety support to the business.

In charge of a team of thirteen for whom I devised and implemented new organisational structures that were previously non-existent. For instance, introduced regular team meetings in order to provide the staff a forum in which they could express and generate ideas whilst receiving feedback on theirs and the business' performance. Additionally, continually ensure the ongoing development of staff by personally carrying out training programmes, organising places on a large number of industry courses and conducting regular performance reviews. Also motivate and inspire staff by delegating responsibilities to individual team members which invest in them a sense of importance and value in addition to developing a target system including performance-related incentives by which they can measure themselves.

Responsible for overseeing business operations including ensuring equipment is maintained and health and safety guidelines met; setting hygiene and cleanliness standards; stock management; developing and maintaining salon literature and documentation and resolving complaints.

Other duties include maintaining accounts through balancing business transactions and analysing sales reports. Help drive sales by measuring productivity and identifying areas of improvement as well as managing bookings and rostering effectively to maximise profit.

Products worked with:

Merlin Professional, Joico.

February 2007 - October 2008 - Beauty Therapist at Virgin Atlantic, Heathrow Airport, UK - United Kingdom, (Day Spa)

Duties included:

In-Flight Beauty Therapist

Worked as sole therapist on board providing beauty treatments to passengers in upper class. Demonstrated a flexible approach to work in order to adapt to the irregular work schedules and unexpected eventualities that are inherent in the airline industry. Communicated effectively at all levels of the social and cultural spectrum enabling me to deliver a personalised service to customers from a range of different backgrounds and develop good working relationships with a new set of colleagues on each flight.

Scheduled and prioritised own work programme coordinating with services on board. Managed time carefully in order to achieve set targets within particularly strict time constraints.

Career Break - Traveling

October 2003 - August 2006 - Assistant Manager at Steiner , Caribbean and Baltics, (Cruise Ship)

Duties included:

Beauty therapist and Assisstant Manager

After an eight month contract promoted to assistant manager.

Directed operations for spa manager in their absence, managing a team of nineteen.

Organized daily rotas, managed and delegated stock inventory duties and predicted stock requirements.

Delivered seminars and demonstrations using rhetorical skills to sell spa services and products.

Products worked with:

Elemis, La Therapie, Ionothermie.

Education and Qualifications:**2002 London College of Fashion**

BTEC National Diploma

Applied Science (Beauty Therapy)

1999 Amersham & Wycombe College

NVQ Level 2

Hairdressing

2000 Beaconsfield High School

8 GCSE's A*-B

CV created at www.spastaff.com