

# **Curriculum Vitae**

**Female**

**D.O.B. 12 November 1993**

**Number of years working in industry: 15 years 9 months**

**Candidate ID Number:** 127961

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Arabic

**Permitted to work in:** Saudi Arabia, UK - United Kingdom

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Area Sales Representative, Retail Professional, Membership Sales Professional

## **Personal Statement**

Seeking work in international locations

## **Employment History:**

**October 2019 - Present - Salon Manager** at (most recent employer hidden for confidentiality) Saudi Arabia, Saudi Arabia, (5 Star Hotel Spa)

### **Duties included:**

- Manage day spa and provide facials, skin treatments and waxing services to clients.
- Create aggressive guest satisfaction action plan to attain 4-Star ranking by AAA for property overall.
- Manage outside appointment bookings which include traveling, security, POS systems, equipment storage & maintenance.
- Manage all building maintenance issues and facility aesthetics.
- Train all new hires on computer system, POS terminal and operational procedures.
- Maintain inventory and monitor records of all skincare, makeup and gift items.
- Be knowledgeable on the different services offered; facials, massages, hair, tanning.
- Reinforce all spa staff understands and follows all hotel, Richey and AAA mobile standards at all times.
- Train employees, coordinate scheduling, process payroll and provide quality customer care increasing revenue and building long-term client relationships.
- Establish budgetary controls, inventory procedures and modify pay structure to increase spa's profitability.
- Arrange logistics for weekly facility events/meetings, including creating customized itineraries for various group meetings.
- Develop comprehensive standard facility operations manual, including written policies and procedures for all spa facility services, administration and maintenance.
- Design marketing materials and spa menu; maintain monthly promotional mailers and client database.
- Create promotional and seasonal content for the spa Facebook page.

### **Products worked with:**

Aesop

Elemis

Lechat

Orly

Paint box

Essie

Gel

own brand lashes

**October 2016 - October 2019 - Salon Manager** at Siham Itl, Saudi Arabia, Saudi Arabia, (Day Spa)

**Duties included:**

- Manage day spa and provide facials, skin treatments and waxing services to clients.
- Create aggressive guest satisfaction action plan to attain 4-Star ranking by AAA for property overall.
- Manage outside appointment bookings which include traveling, security, POS systems, equipment storage & maintenance.
- Manage all building maintenance issues and facility aesthetics.
- Train all new hires on computer system, POS terminal and operational procedures.
- Maintain inventory and monitor records of all skincare, makeup and gift items.
- Be knowledgeable on the different services offered; facials, massages, hair, tanning.
- Reinforce all spa staff understands and follows all hotel, Richey and AAA mobile standards at all times.
- Train employees, coordinate scheduling, process payroll and provide quality customer care increasing revenue and building long-term client relationships.
- Establish budgetary controls, inventory procedures and modify pay structure to increase spa's profitability.
- Arrange logistics for weekly facility events/meetings, including creating customized itineraries for various group meetings.
- Develop comprehensive standard facility operations manual, including written policies and procedures for all spa facility services, administration and maintenance.
- Design marketing materials and spa menu; maintain monthly promotional mailers and client database.
- Create promotional and seasonal content for the spa Facebook page.

**Products worked with:**

Aesop

Elemis

Lechat

Orly

Paint box

Essie

Gel

**June 2014 - February 2016 - Assistant Manager** at Steiner, Australia, (Cruise Ship)

**Duties included:**

- Keeps updated with the latest market trends and new products
- Monitor LifeSpa profit and loss statement and make necessary adjustments based on budgetary guidelines
- Monitor LifeSpa & Medi-Spa profit and loss statement and make necessary adjustments based on budgetary guidelines
- Assist ownership or management with concepts and ideas to keep the Spa ahead of its competition and to be cutting edge
- Gain knowledge of Company Health and Safety Policies and ensure your areas promote and comply with them
- Take responsibility to rectify hazardous situations, report major areas of concern to your manager, General Manager or designate
- To set the membership strategy, including new sales and retention/attrition
- To manage the performance of the leisure team in accordance with the club Labour Turnover, Revenue, Profit and Membership Satisfaction Survey targets
- Pool plant operations
- Associate departmental induction process

**Products worked with:**

- Elemis
- Guinot
- Wella professionals
- BedHead
- Joico
- Moroccan Oil
- Matrix

**March 2013 - June 2014 - Assistant Manager** at Elaine sullivan child, London, UK - United Kingdom, (Day Spa)

**Duties included:**

- Providing all services offered by the salon, which includes hair cutting
- Recruiting salon staff that meets mandatory educational and licensing
- Preparing work schedules for salon staff.

**Products worked with:**

- Wella professionals
- BedHead
- Joico
- Moroccan Oil
- Matric
- Redken
- Chi

**September 2009 - March 2013 - Head Therapist** at The Cutting Corner, London, UK - United Kingdom, (High Street Salon)

**Duties included:**

- Consulting with clients on stylistic options for their hair.
- Listening to clients' needs to determine their preferences.
- Describing different hair care products and their benefits.
- Shampooing, cutting, coloring, and highlighting hair.
- Offering manicure, pedicure, waxing, and facial services.
- Performing scalp treatments.
- Acting as salespersons to sell clients hair care retail products.
- Building a personal relationship with clients to ensure return visits.
- Adhering to salon safety and cleanliness standards.
- Managing bookings and welcoming clients into the store.
- Keeping updated on hairstyle trends and styling methods.

**Education and Qualifications:**

**2010 Uk**

Diploma

Spa management

hr management

project management

crowd awareness

**2009 Queensbury**

CV created at [www.spastaff.com](http://www.spastaff.com)

**SPA STAFF. COM**  
