

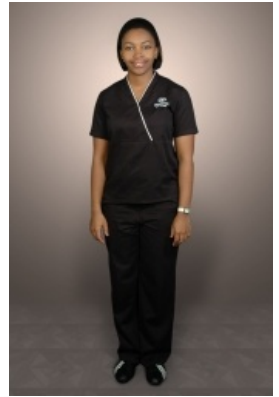
# Curriculum Vitae

**Female**

**D.O.B. 06 October 1983**

**Number of years working in industry:**

**12 years 11 months**



**Candidate ID Number:** 12854

**Nationality:** South African

**Language Skills:**

Fluent: English

Basic: Arabic

**Permitted to work in:** South Africa

**Position Sought:** Spa Manager, Assistant Manager, Treatment Manager / Spa Trainer

## Personal Statement

I have been in the Beauty/Spa Industry for 13 years and have worked onboard Luxurious Cruise ships and 5star Hotel Retorts, worldwide. My on the job experience has afforded me extensive experience and knowledge of Spa/Salon operation at every level,including educating and developing staff to excel in carrying out High Standard Professional Treatments and Quality Customer Service.

I am self motivated, caring and approachable Educator who strongly believes in the Power of sharing knowledge, motivating and putting students first.

## Employment History:

**August 2016 - January 2019 - Treatment Manager / Spa Trainer** at (most recent employer hidden for confidentiality) Dubai, UAE - United Arab Emirates, (Product Company)

### Duties included:

Guinot skincare trainer for the whole GCC region.

Responsible for training external clients as well as the sales team in our company.

Teaching Beauty therapist on both theory and practical sides of facial and body including electrical machines.

Assessing and examining the Therapist to ensure they are up to standard in the training programs.

Designing role play in the classroom to encourage therapist to become more confident in carrying out consultations and practice selling the retail products

Certifying the Therapist on completion of a satisfactory 5 Days training course.

Performing Follow up visits to the salons after training to check the maintenance of the brand standards.

Designing the Salon/Spa menus and treatment cost for our clients.

Meeting with potential clients to provide brand presentations and demos, prospecting for new business opportunity for the Guinot Brand.

Representing the Company in exhibitions and events.

Launching new treatments and product lines

**Products worked with:**

Guinot

Dr Renauld

Casama

**Career Break** - Training - industry-related

**November 2013 - December 2015 - Senior Therapist** at Dermalogica Flagship Store, Dubai, UAE - United Arab Emirates, (Skin Clinic)

**Duties included:**

Carry out Specialised Dermalogica Facials, Chemical Peels and Micro current

Assisting the Manager with training of the therapist on treatment protocols and retailing

Ensuring that all customer complaints are dealt with in a timely and professional manner.

**Products worked with:**

Dermalogica

**December 2010 - April 2013 - Head Therapist** at Steiner Ltd Celebrity Cruiseline, Celebrity Cruiselines; Miami, (Cruise Ship)

**Duties included:**

Very competitive working environment with high revenue expectations. I constantly achieved set sales and treatment targets

Oversaw the day to day operation of a 23 treatment room spa with a team of 35. In charge of the Spa Reception, Spa Therapist, Salon Staff, Fitness Staff and Medi-Spa Doctor.

Responsible for the smooth running of the spa in the absence of the Manager.

Ensuring the upselling of spa treatments and retail of the spa.

Responsible for Team training on Retail and Treatment protocols.

Delegated duties of staff, scheduling of staff shifts and breaks.

Ensuring the team provides excellent customer service and maintain high international treatments standards.

Interaction with guest to obtain feedback and complaint handling.

Responsible for stock take and control.

Providing a full range of spa treatments, Mainly facials, facial electrical procedures, various massages (Deep tissue, Swedish massage, Stone Therapy ) and body treatments

**Products worked with:**

Elemis

Bliss

Essie Nail Care

**Career Break** - Job hunting

**August 2007 - October 2010 - Head Therapist** at Hilton Hotel , Abu Dhabi, UAE - United Arab Emirates, (5 Star Hotel Spa)

**Duties included:**

In charge of a 5 Treatment Room Spa reporting to the Recreation Manager.

Assisting the Recreation Manager with sales and marketing activities within the department; ensuring growth is achieved with regards to awareness to internal and external guests.

Ensured optimum utilisation of spa staff, efficiency of the spa and treatment schedules provided to guests.

Ensuring the upselling of treatments and retail of the Spa.

Managing reservations, guest billing and check-out procedures.

Ensuring that all guest complaints are dealt with in a timely and professional manner.

Responsible for Stock take and ordering of products

Providing a full range of spa treatments, Mainly facials, was only therapist specializing in microdermabrasion and various facial electrical procedures, Manicures and Pedicures, Waxing (Brazilian and Hollywood)

Achieving set sales and treatment targets constantly

**Products worked with:**

Pevonia

Jessica & Essie

St Peel Microdermabrasion

**March 2006 - June 2007 - Beauty Therapist** at Paris Gallery Day Spa, Abu Dhabi, UAE - United Arab Emirates, (Day Spa)

**Duties included:**

Elite Ladies only Spa exclusively for UAE Royal Families

Providing a full range of spa treatments and consultations

Specialized in facial and body electricals

Waxing (Brazilian and Hollywood)

Maintaining strict client confidentiality

Top Sales performer

Achieving set sales and treatment targets

Stock taking responsibility

Providing a full range of spa treatments and consultations

Specialized in facial and body electricals

**Products worked with:**

Phytomer

Matis

Endermologie LPG

**April 2004 - December 2005 - Senior Therapist** at Celestial Moment Beauty Salon, Pretoria, South Africa, (High Street Salon)

**Duties included:**

Started off as a Beauty Therapist and got promoted to Senior Therapist 9 months after joining salon

Providing a full range of beauty treatments, mainly facials, eyebrow and lash tinting, massages, waxing, manicure and pedicure

Contributing to monthly promotions and special offers.

Carried out bookings, client payments and ensured secure daily handling of monies and cash transversal.

Responsible of smooth running of the salon in absence of the owner.

Advising client on suitable treatment packages and skincare routines for home use.

Controlling stock take and ordering of products

**Products worked with:**

Dermalogica

Matis

O.P.I

**Education and Qualifications:**

- 2016 ENJO Consultants**  
Facilitator Training Certificate, NQ Level 5
- 2016 ENJO Consultants**  
NVQ Level 5
- Facilitating training using different learning Methodologies
- 2004 Beautiko Academy of Beauty**  
National diploma, ITEC, CIDESCO
- Beauty Therapy
- Hot stone massage
- reflexology
- 2004 Beautiko Academy Of Beauty**  
International Diplomas ITEC and CIDESCO
- National Diplomas: Health and Skincare Therapy
- 2004**  
Aethetics
- Waxing, manicure and pedicures
- Indian Head Massage, Hot Stone Therapy and Reflexology
- 2005 Beautiko Academy of Beauty**  
CIDESCO
- ITEC
- National Diploma
- 2001 Harrismith High School**  
School Leaving Certificate

**Product Training:**

- December 2016 Casamara**  
Dubai
- All Casamara facials
- December 2016 Dr Renauld**  
Dubai
- All Dr Renauld Facial treatments
- August 2016 GUINOT**  
Guinot Paris, France

Guinot Hydradermie facials, Guinot Technique Spa, All Guinot facials

**November  
2013**

**Dermalogica**

HealthCare group, Dermalogica training Office

Full Dermalogica Face and Body theory and Practical

Micro current theory and Practical

Bio Active Peel Theory and Practical

**November  
2010**

**Bliss**

London UK

Only Product theory, no practical

**November  
2010**

**Elemis**

London UK

Full product training of Elemis Face and Body Treatments

Theory and Practical procedures as per Elemis Treatment protocol

**August  
2007**

**Pevonia and St Peel microdermabrasion**

Abu Dhabi U.A.E

Full Product and Practical training

Facial and Body treatment in detail

**March  
2006**

**Phytomer & Matis**

Abu Dhabi U.A.E

Full theory and practical training

Face and body treatments according into product protocols

**April 2004**

**Dermalogica and Matis**

Pretoria South Africa

Full product training of Matis Face and Body Treatments

Dermalogica face theory and practical

Theory and Practical procedures as per product Treatment protocol

**Hobbies and Interests**

I love sport, in the past years I have been a member of running and cycling groups.

I love traveling. My goal is to go to 100 cities in the world by the time I'm 35 years Old.

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

