

Curriculum Vitae

Female

Number of years working in industry:

20 years 8 months



Candidate ID Number: 12857

Nationality: Polish

Language Skills:

Fluent: English, Polish

Basic: German

Permitted to work in: European Union, UK - United Kingdom

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer

Personal Statement

Hard working ambitious and results driven individual with over nine years of experience within the most luxury five star hotels. I'm determined and quality-focused person who excels at motivating and developing staff from all areas of the spa operations to exceed expectations.

Seeking work in international locations.

Employment History:

September 2012 - Present - Head Therapist at (most recent employer hidden for confidentiality) Ballyconnell, Ireland, (Hotel Spa)

Duties included:

- Manage day to day operations of the spa,
- Deal with any complaints in the absence of the Spa Manager,
- Assist with all administration matters relating to the spa,
- Record and maintain adequate stock levels, place orders at required times, ensure professional stock levels, usage and wastage are consistently monitored,
- Build and maintain an effective, motivated and professional team,
- Ensure all invoicing/paperwork is kept up to date and forwarded onto accounts after signing off,
- Ensure awareness of the department cost,
- Contribute to regular departmental communications meetings,
- Ensure and monitor staffing levels and rotas are in line with revenue according to business levels, labour standards and appropriately control labour costs,
- Ensure all team members confidently recommend and merchandise all Hotel facilities, services and products,

Products worked with:

- Elemis,
- Yonka,
- Molton Brown,
- Bare Minerals,
- OPI,
- CND,
- Lycon,

April 2012 - September 2012 - Head Therapist at Elysium Hotel, Paphos, Cyprus, (5 Star Hotel Spa)

Duties included:

- Ensure the smooth running of the spa in cooperation with the Spa Manager in the most efficient and effective manner,
- Implement and train staff in the correct Espa standards,
- Monitor and control all spa areas and activities in the daily running of all the operations,
- Deputies for the Spa Manager in her absence,
- Identify in conjunction with the Spa Manager Market needs and trends,
- Ensure that strict cost control are in place and adhered to in terms of storage area, stock rotation and that new orders are in line with departmental costs and business levels,
- Carry out monthly stock takes,
- Co-ordinate with all superiors methods for controlling wastage,
- Participate in the building of an efficient team of employees,

Products worked with:

- Espa,

November 2010 - February 2012 - Senior Therapist at Corinthia Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Responsible for revenue generation through retail, up selling and cross sales to other business centers in the spa
- Support the Head Therapist with stock control, stock takes and orders as requested
- Support the Spa Sales and Reservations Team: reservations, guest check-in/out, retail sales on Concept system
- Perform high standard treatments for VIPs (actors, actresses, singers) and journalists, as per the ESPA protocols
- Participate in demonstrations and events
- Assisted with setting up and opening new flagship spa with an outstanding brand standards
- Work on referral with Acupuncturist, Physiotherapist, Osteopath and Naturopath

Products worked with:

- Espa,
- Lycon,
- CND,
- Nouveau Lashes,

June 2010 - November 2010 - Beauty Therapist at Sofitel St James, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Maintain and develop client base
- Provide guest services in line with departmental sales budgets and forecasts
- Provide the range of services to the standard as set by So Spa
- Achieve retail targets as a percentage of revenues
- Contribute to the development and improvement of procedures and treatments
- Conduct OPI Axxium system training for the team members

Products worked with:

- Carita

April 2005 - June 2010 - Senior Therapist at Slieve Russell Hotel, Ballyconnell, Ireland, (Hotel Spa)

Duties included:

- Assist the Spa Manager with sales and marketing activity within the department, ensuring growth is achieved with regard to awareness from internal and external customers
- Calculate the weekly staff commission on treatments and products
- Compile weekly stock take report on all stock used, sold and remaining in stock
- Provide introduction training for new staff
- Assist in building and maintaining an effective, motivated and professional team
- Provide a high standard of treatments and service

Products worked with:

- Elemis,
- Molton Brown,
- Yonka,
- OPI,

Education and Qualifications:

2010 London College of Beauty Therapy

Edexcel Level 2 BTEC Diploma in Retail Beauty Consultancy

2005 Post - Secondary School of Elblag Working Class University

Beauty Therapist BTEC NVQ Level 3 Diploma

Product Training:

**March
2014**

Elemis

Enfield Ireland

- Biotec Machine

**January
2011**

CND

London

- Shellac Nails

**January
2011**

Espa

London

- ESPA: Essential Treatment and Product Knowledge, Pre and Post Natal Treatment, Advanced Concepts and Hot Stone Treatment, Advanced Super Active Treatment and Product Knowledge, Stimulating Hip and Thigh Treatment

May 2008

Elemis

Ireland

- Elemis: Face and Body Sensation, Advanced Mother to Be Massage, Body & Aroma spa, Deep Tissue, Body Sculpt, Exotics, Face & Eyes

Vocational Qualifications

IT skills and software used:

- The Concept Spa Software System,
- TMS (Time Management System),
- Sicon Software,

CV created at www.spastaff.com

