

Curriculum Vitae

Female

D.O.B. 24 November 1988

Number of years working in industry:

16 years 7 months



Candidate ID Number: 13430

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Regional Senior Manager, Treatment Manager / Spa Trainer, College Tutor, Area Sales Representative, Trainer

Personal Statement

I am a conscientious highly motivated individual who is passionate about my work in the Spa and Beauty Industry. Excellent communication and management skills, able to lead and motivate a team whilst being committed to delivering excellence in the workplace, achieving maximum results and helping to develop business to its full potential. Always eager to build my skillset and knowledge, therefore, since gaining a First Class BSc Honours Degree in International Spa Management at The University of Derby, I have completed a PTLLs Level 3 qualification in teacher training, which resulted in a change of role to a Beauty Therapy Lecturer. Seeking a permanent position in the Spa & Beauty Industry as a Teacher/trainer.

Employment History:

August 2014 - Present - College Tutor at (most recent employer hidden for confidentiality) Bristol, UK - United Kingdom, (College)

Duties included:

Maternity cover

To plan and deliver high quality imaginative and inspirational teaching and learning which meets curriculum requirements and the needs of all students. Ensure maximum retention, achievement and success of students and to ensure that individual learner needs are met in a responsive way, in line with the concept of inclusive learning, and an outstanding student experience.

Summary of Responsibilities

Deliver schemes of work, create lesson plans, practical assessments, initial assessments, mark assignments, create learning resources, tutorial duties, administration duties, interviews, attending events, prepare students for competitions.

Products worked with:

Dermalogica, Orly

Career Break - Training - industry-related

September 2013 - May 2014 - Spa Manager at The Bath Priory Hotel & Spa, Bath, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Ensure the smooth, profitable and efficient running of the Garden Spa, creating a culture where the team are focused to exceed expectations.

Summary of Responsibilities:

Marketing & promotion, Plant room operations, Recruitment process (advertising, trade test, interview, induction), Manage a team of therapists, receptionists, fitness instructor and cleaners, Staff training and development (inductions, customer journey), Holding team meetings, Management meetings, Staff Rotas, Time sheets, Setting & meeting targets & budgets, Stock taking/ordering/replenishment, Staff appraisals, Performance management, Health & Safety management, Membership management.

Products worked with:

Elemis, Jessica

June 2012 - September 2013 - Regional Senior Manager at Imagine Spa, Hereford/Shrewsbury, UK - United Kingdom, (Health Club)

Duties included:

I joined Imagine Spa to manage a Spa in Swindon which was being re-launched under the Imagine Spa banner. Within a few months, Imagine Spa had gained two new acquisitions, in Hereford and Shrewsbury, and I was asked to manage both spas, oversee the initial changeovers, the launch of each spa and refurbishments as well as working towards set budgets and targets, monitoring business performance and to implement appropriate action when necessary and proactively pursue opportunities for business development and marketing to increase revenue. As new Imagine Spa acquisitions, part of my role involved in-house staff training and creating a staff training programmes in order to train staff in the company's values, customer journey and product houses as well as mentoring individual staff.

Summary of Responsibilities:

New spa set up, Marketing & promotion of new spa, Plant room operations, Recruitment process (advertising, trade test, interview, induction), Manage a team of therapists, Staff training (product knowledge, treatment protocols, customer journey, inductions, mentoring), Key holder, Team meetings, Management meetings (Spa Owner and Senior Imagine Management), Web amendments, Newsletters, Risk assessments, Staff Rotas, Time sheets, Wage analysis, Setting & meeting targets & budgets, Networking, Stock taking/ordering/replenishment, Working with 3rd parties, Staff appraisals, Performance management, Health & Safety management, Spa design (Hereford spa), Monitoring KPIs.

Products worked with:

Babor, Jessica, Voya, The Natural Spa Factory, St.tropez, Mii Make-up.

Career Break - Studying at university

May 2011 - September 2011 - Head Therapist at Aztec Hotel & Spa, Bristol, UK - United Kingdom, (Hotel Spa)

Duties included:

Summary of Responsibilities:

Marketing & promotion of spa treatments (including e-mail newsletters, mailshots etc.), Reception duties, Staff training (Inductions, product knowledge, treatment protocols), Carrying out interviews, Trade tests, Carrying out treatments: facials, massages, body treatments, manicures and pedicures, Conducting staff meetings & appraisals, Stock handling Stock & sales reports Weekly, monthly and yearly reports, Weekly meetings with hotel General Manager & Spa Manager Health and safety checks.

Products worked with:

Espa, Jessica

Career Break - Studying at University

May 2010 - September 2010 - Beauty Therapist at Royal Crescent Hotel, Bath, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Summary of Responsibilities

Carrying out treatments; Indian Head Massage, Turkish Hamam, Body Treatments including various massages (full body, shoulder, back & neck, aromatherapy massage, pre & post natal massage), Bath House Signature Treatment (bathing, cleansing, full body exfoliation followed by full body massage), Bath House Face Therapies (various facials including pre & post natal facial, eye treatments, aromatherapy facials) Manicures, Pedicure & Waxing. Reception duties (telephone enquirers/bookings, cash register)

Products worked with:

Jessica, Bath House Numbers range

Career Break - Studying at University

April 2009 - August 2009 - Senior Therapist at Neilson, Lesvos, Greece, (Hotel Spa)

Duties included:

Summary of Responsibilities:

Ordering stock and setting up Spa at the start of season in resort. Welcome address on behalf of spa staff to new guests each week. Reception duties (bookings, cash register/daily banking, stock replenishment & ordering) Carrying out treatments; Facials, Rescue Eye Treatments, Manicures & Pedicures, Eyelash & Brow Tinting, Eyebrow Shaping, Waxing - including Brazilian & Hollywood, Massage & Body Treatments including Full Body, Back, Neck & Shoulder Massage, Indian Head Massage, Scalp Treatments, Various Body Treatments including Enzymatic Sea Mud Packs, Exfoliation, Back Therapy, Hydro Packs, Tanning, Ear Piercing. Gym duties (monitoring guests using gym equipment) Key holder duties

Products worked with:

Elemis & Jessica

January 2009 - April 2009 - Beauty Therapist at Royal Crescent Hotel, Bath, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Summary of Responsibilities:

Carrying out treatments; Indian Head Massage, Body Treatments including various massages (full body, shoulder, back & neck, aromatherapy massage, pre & post natal massage), Bath House Signature Treatment (bathing, cleansing, full body exfoliation followed by full body massage), Bath House Face Therapies (various facials including pre & post natal facial, eye treatments, aromatherapy facials) Manicures, Pedicures & Waxing.

Products worked with:

Jessica & The Bath House Numbers Range

November 2008 - December 2008 - Beauty Therapist at Mecure Holland House Hotel & Spa, Bristol, UK - United Kingdom, (Hotel Spa)

Duties included:

Summary of Responsibilities:

Reception duties (telephone enquiries/bookings, cash register/daily banking, stock replenishment) Carrying out treatments; Aromatherapy Associates Eye Treatments & Facials, Manicures, Pedicures, Eyelash & Brow Tinting, Eyebrow Shaping, Waxing, Swedish Massage, Aroma Stone Therapy, Decléor Treatments (anti-cellulite, various aroma envelopes, scalp massage, firming, self-tanning, mother to be, exfoliating, etc.). Key holder duties

Products worked with:

Decléor, Aromatherapy Associates

April 2008 - October 2008 - Senior Therapist at Neilson, Lesvos, Greece, (Hotel Spa)

Duties included:

Summary of Responsibilities:

Ordering stock and setting up Spa at the start of season in resort. Welcome address on behalf of spa staff to new guests each week. Reception duties (bookings, cash register/daily banking, stock replenishment & ordering) Carrying out treatments; Facials, Rescue Eye Treatments, Manicures & Pedicures, Eyelash & Brow Tinting, Eyebrow Shaping, Waxing - including Brazilian & Hollywood, Massage & Body Treatments including Full Body, Back, Neck & Shoulder Massage, Indian Head Massage, Scalp Treatments, Various Body Treatments including Enzymatic Sea Mud Packs, Exfoliation, Back Therapy, Hydro Packs, Tanning, Ear Piercing. Gym duties (monitoring guests using gym equipment) Key holder duties

Products worked with:

Dermalogica, Jessica

December 2007 - April 2008 - Beauty Therapist at Serenity Beauty & Hair, Bristol, UK - United Kingdom, (High Street Salon)

Duties included:

Summary of Responsibilities:

Reception duties (telephone enquiries/bookings, cash register/daily banking, stock replenishment & ordering) Carrying out treatments; Electrolysis, Facials, Manicures, Pedicures, Eyelash & Brow Tinting, Eyebrow Shaping, Waxing - including Brazilian & Hollywood, Massage, Full Body Exfoliation, Tanning, Ear Piercing, Gel Nail extensions & natural overlays. Key holder duties

Products worked with:

La Biosthetique

June 2007 - November 2007 - Beauty Therapist at Regis , Bristol, UK - United Kingdom, (High Street Salon)

Duties included:

Summary of Responsibilities:

Reception duties (telephone enquiries/bookings, cash register/daily banking, stock replenishment & ordering) Carrying out treatments; Electrolysis, Guinot Facials, Manicures, Pedicures, Eyelash & Brow Tinting, Eyebrow Shaping, Waxing - including Brazilian & Hollywood, Massage, Full Body Exfoliation, Tanning, Ear Piercing.

Products worked with:

Guinot, Jessica

November 2006 - June 2007 - Beauty Therapist at Body & Beauty Spa, Bristol , UK - United Kingdom, (High Street Salon)

Duties included:

Apprentice

Education and Qualifications:

2014 Bath College

Level 3

PTLLs Level qualification in teacher training

2012 University of Derby

Foundation degree in Spa Therapies - Distinction

BSc Honours degree in International Spa Management - 1st Class

2007 Weston College

Product Training:

May 2009 Elemis

Elemis onsite trainer

Elemis exotics, face & body

June 2007 Jessica

Jessica training center

Jessica manicure and pedicures

Vocational Qualifications

First Aid at Work

Hobbies and Interests

Keeping fit, kettlebells, bootcamp and reading.

CV created at www.spastaff.com

