

# Curriculum Vitae

**Female**

**D.O.B. 13 April 1968**

**Number of years working in industry:**

**19 years 11 months**



**Candidate ID Number:** 13722

**Nationality:** Australian

**Language Skills:**

Fluent: English

Basic: Thai, Malay, Mandarin

**Permitted to work in:** Australia

**Position Sought:** Spa Consultant, Spa Director, Spa Manager

## Personal Statement

I am a very passionate, energetic and hands on individual that loves a challenge. I consider myself successful when I have exerted a positive influence on not just the bottom line, but also on the team and clientele, through communication, mutual respect, mentoring, training and the sharing of knowledge.

I am proficient in all aspects of Spa and Health Club operation from hiring & training, cost control, forecasting & profitability growth, product sourcing, treatment menu & procedural formulation, retailing, marketing & promotion, membership implementation and management. My attention to detail fused with my unique sense of creativity will ensure the Spa's success, by offering impeccable services and standards that will allow the Spa to stand out amongst its competitors.

Seeking work in Australia and International Locations

## Employment History:

**March 2009 - August 2011 - Fitness Professional** at (most recent employer hidden for confidentiality) Shanghai, China, (Health Club)

### Duties included:

- Initiated Fitness and aquatic programmes within a high end fitness facility.
- Conducted classes in: aqua aerobics, step circuit, pilates on the ball & personal training.
- Specialised in pre/post natal classes for women.
- Arranged and communicated schedules, client tracking, payment records, marketing & promotions.

**July 2007 - March 2009 - Recreation Manager of Spa/Health Club** at Le Royal Meridian, Shanghai, China, (5 Star Hotel Spa)

### Duties included:

- Hiring, training & developing staff.
- Product selection, treatment menu & package creation.
- Initiation, tracking of a membership programme.
- Client tracking, follow up, recommendations, complaint handling.
- Treatment & Membership sales, product retailing.
- Stock selection, purchasing & controls.
- Treatment standard monitoring & ongoing training.
- Marketing & promotions, talks & editorials in order to promote the Spa.

- Forecasting, budgeting, P&L analysis & team/ department goal setting.
- Motivator, leader striving for teamwork, results and development.
- Admin duties, schedules, commission tracking.
- Problem solver, decision maker & creative hand for treatments & promotions.

**Products worked with:**

Biodroga/Futuresse, Phytomer, Pevonia

**August 2002 - June 2007 - Club Manager** at Hilton , Shanghai, China, (5 Star Hotel Spa)

**Duties included:**

All aspects of running a 5-star spa and fitness centre.

As above

**Products worked with:**

Maria Galland, Decleor, Edes, Pevonia.

**February 2001 - July 2002 - Spa Manager** at Edes Ladies Beauty Spa/ Hyatt Regency, Johor Bahru, Malaysia, (5 Star Hotel Spa)

**Duties included:**

- Managing a small team of therapists in all aspects of daily operation.
- Sales Trainer for product, treatment up-selling & membership courses.
- Responsible for creating interesting treatment promotions and packages that could simultaneously maximize product sales.
- Responsible to generate revenue from hotel guests as well as developing the local clientele.
- Initiated and generated a monthly newsletter with health & beauty articles of interest along with the product and treatment promotion for the month.

**Products worked with:**

Valmont, Edes.

**April 1998 - December 2000 - Spa Consultant** at Raworth College of Natural Therapies, Singapore, Singapore, (College)

**Duties included:**

Multiple roles were transitioned through this period

As an Aromatherapist:

Administered treatments to clientele based in Renewal Day Spa.

Created the in-house massage oils blends.

Devised treatment plans and homecare advise for clientele - tracked and recorded treatment procedures and results.

Created a series of "hands on" short aromatherpy courses for the general public. Participants learned how to utilise essential oils in daily life, through a series of fun practical activities.

As a College Lecturer:

Lectured students in order to gain College and ITEC accreditation.

Subjects included: Anatomy & Physiology, Swedish Massage, Reflexology, Holistic Aromatherapy.

Prepared course notes, delivered practical and theoretical lessons, performed required assessments.

As the College Principal:

Ensured smooth operation in regards to lecturer and class scheduling, admin, costing, handling of new student enquiries, registration & examination process.

Promoted the college through talks, seminars & participation in community events.

Arranged in-college clinic hours to assist students in completing their required number of treatment hours and studies.

Initiated other short courses of interest for existing and graduated students.

**May 1991 - May 1998 - Freelance Fitness Consultant/Trainer** at Private Health Clubs/Government Offices, Singapore/Malaysia, Malaysia, (Hotel Fitness Centre)

**Duties included:**

1992 Founded Deborah Childs Fitness Centre for Women, in Johor Malaysia. Remained operational for several years.

Held a series of private and government contracts for corporate and group fitness.

Trained Fitness instructors to assist with these contracts and the running of the fitness centre.

Frequently travelled interstate to assist in training fitness instructors in other clubs.

Founded and trained a performance team that performed dance & fitness performances in company functions, shopping malls & sporting events.

Our team placed 2nd in the first ever Malaysian Fitness Competition.

**Education and Qualifications:**

**2012**

**2012**

**2004 Chivasom Academy**

CIBTAC

Spa Treatments and Spa Operations

**2000 Charles Sturt University, Australia**

Bachelor of Health Science

Complementary Medicine

**1998 Raworth College of Natural Therapies, Singapore**

ITEC

Clinical and Holistic Aromatherapy

Advanced Reflexology

**1986 Australia**

Formally held AFAC, ACE, ACSM and FISAF accreditation

Fitness and Aquafit Trainer

**Product Training:**

**September 2007** **Phytomer**

Shanghai

**February 2001** **Edes**

Singapore

**Vocational Qualifications**

Computer Skills - word, excel, powerpoint, access, front page.

Completed the Dynamic People Management Programme through Hilton International.

Completed numerous online training sessions through Hilton University. On subjects such as time management, delegation, balance sheet, sales & marketing, team building, complaint handling, dealing with difficult employees.....

## **Hobbies and Interests**

I enjoy movie making, personally I put together my photos & video into full on DVD presentations. On the job, I have created a Brands Standards DVD for the Spa department at Hilton and created a team theme performance encouraging teamwork at Le Meridien. Additionally have created and sold my own exercise DVDs.

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

