

# Curriculum Vitae

**Female**

**D.O.B. 15 November 1983**

**Number of years working in industry: 4 years 8 months**

**Candidate ID Number:** 13827

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Spa Co-ordinator, Assistant Manager, Head Therapist

## Personal Statement

I am a self-motivated focused and committed individual who has the ability to take initiative on new and challenging situations. I strive to ensure customer care, with a cheery and optimistic attitude, and have an excellent history working within the customer service industry. I promote efficient operation of recording of stock and services submitting weekly reports. I monitor and manage staff rota schedules. My performance always exceeds a 100%, with thorough articulate care taken to all situations engaged. I obtain an image, which is always to a high standard as first impressions count and reflect own personality.

Seeking work in London, NW England and S Scotland, International Locations and Cruise Ships

## Employment History:

**January 2012 - May 2012 - Spa Manager** at (most recent employer hidden for confidentiality) St Anton, Austria, (Hotel Spa)

### Duties included:

- Management of spa and catering operations
- Delivering outstanding customer service at all times
- Accurately record and submit reports
- Personnel management
- Monitor stock as per company requirements
- Adhere to hygiene rules and regulations for health and safety
- Promotion of salon services and products
- Public speaking and liaising with guests
- Hitting and exceeding targets given
- Awareness of budget margins with professional spa environment
- Work successfully as part of a team

### Products worked with:

- Elemis

**August 2009 - January 2012 - Beauty Therapist** at Steiner, Norwegian Jewel and Spirit, USA - United States, (Cruise Ship)

### Duties included:

Excellent performance spa treatments, this being special facials, massage and the sales of related products and services ensuring customer satisfaction.

I was responsible for the day-to-day running of my own column and this meant that if my column was not full I would go into guest areas where I would promote my column. I would do this until I was fully booked for the whole week.

I would also run the reception desk in between guests and when the spa was not busy. I was particularly good at promoting the signature treatments.

Conducting the spa and the fitness centre tour was also a duty that I was very good at. The cleanliness of spa was of utmost importance as first impressions count.

I was also responsible for balancing own dockets and spa as a whole. I would host the spa’s raffle every embarkation which I thoroughly enjoyed, and this I made fun and energetic as this would be interacting with the passengers that attended making them feel relaxed and at ease.

I made sure I kept up with daily and weekly targets given.

**Products worked with:**

- Elemis
- La Therapy
- Bliss
- Freeze24/7

**April 2008 - July 2009 - Supervisor** at Liverpool University, Wirral, UK - United Kingdom, (Product Company)

**Duties included:**

The liaison with internal departments, with regards to the planning and booking of functions. To co-ordinate and facilitate the set up of functions and conferences as necessary. Overall supervisor of 16 – 20 staff depending on time of year. Responsible for completing staff Rota’s, training, pay sheets and time sheets, deliveries and delivery dockets. All paper work in accordance with Liverpool University Policy. Efficient management of the day to day running of the restaurant ensuring preparation of lunches, snacks and beverages are provided to a high standard. Completing the end of day cash takings, and ensure it balanced with EPOS system.

**May 2006 - November 2008 - sales advisor** at Marks and Spencers money, Chester, UK - United Kingdom, (Product Company)

**Duties included:**

Service customer accounts, telephone queries, process loans and credit cards, credit checks, travel and insurance advice.

**Education and Qualifications:**

**2010 Wirral Metropolitan College,**

VTCT NVQ Levels 2 & 3

Beauty Therapy

**2010 West Cheshire**

Level 2 and 3

Catering

**2010 West Cheshire**

NVQ level 2 Professional Cookery

NVQ level 3 Diploma in Hospitality Supervision and Leadership

**2000 Neston County High**

7 GCSE passes including English and Maths

**Product Training:**

**August 2010** Elemis, La Therapy, Bliss, Freeze 24/7, Me Bath

Steiner

All face and body in elemis and La Therapy was just face. Bliss is face a body and Me Bath a child range

**September 2008** **Dermilogica Freeze 24/7**

Wirral Metropolitan

Not only did i have training off the college but i also did some work for a friend who had a salon and was sent for additional traininf.

## **Vocational Qualifications**

Anatomy and Physiology level 3

Micro pigmentation

ear hopi candle treatment

Air Cabin Crew Service

C&G Key Skill Communication level 2

C&G Key Skill I.T Level 2

C&G Key Skill Numeracy level 2

First Aid at Work Certificate

Word Processing level 1

Business IT Level 1

## **Hobbies and Interests**

I own my own horse and used to compete affiliated level.. with this i have travelled all around the UK. I also in to keeping fit and completed a half marathon in 2010 in 2hrs and 11 mins.

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

