

# Curriculum Vitae

**Female**

**D.O.B. 16 March 1978**

**Number of years working in industry:**

**22 years 6 months**



**Candidate ID Number:** 14020

**Nationality:** British, British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Manager, Assistant Manager, Area Sales Representative

## Personal Statement

Impeccably groomed and highly motivated individual with the ability to work in a pressurised environment. Readiness to meet a challenge and the ability to work independently or as part of an experienced team. Outstanding facilitation and communication at all levels.

My 9 years experience across ESPA product, managed and branded accounts have developed my passion not only for skincare products and holistic treatments but more importantly the spa, health and wellness industry in every aspect.

I wish to develop my career with a prestigious, forward thinking company which prides itself on excellence and promotes future opportunities within the business.

Seeking work in South East England

## Employment History:

**January 2012 - Present - Spa Operations and Recruitment Executive** at (most recent employer hidden for confidentiality) Farnham, UK - United Kingdom, (Product Company)

### Duties included:

I provide recruitment expertise to ESPA branded spas worldwide, covering all levels of roles ensuring that professional skills and attitude are in line with the client's and ESPA's recruitment criteria. Monitoring timelines for new spa openings to ensure the recruitment of the pre-opening team is in line with the relevant phase of the project development. In addition to recruitment I manage a portfolio of international product accounts increasing retail sales and providing support for ESPA training and brand standards.

### Key Responsibilities

- Coordinate the recruitment services and support for a portfolio of global spas
- Managing the recruitment process for forthcoming international openings
- Competency interviewing, trade testing and reporting accurate summaries of each candidates to the clients
- Developing and increasing sales with in a portfolio of International product accounts through comprehensive service and product sell-in

### Products worked with:

ESPA

I have worked with ESPA products and treatments for 9 years.

**April 2009 - December 2011 - Assistant Manager** at The Ritz-Carlton Powerscourt, Dublin, Ireland, (5 Star Hotel Spa)

**Duties included:**

As daily MOD reporting directly to the Spa Director I responsible for all areas of this 33,000sq ft spa operation with 21 treatment rooms, ensuring each area was being run seamlessly and effectively on a daily basis. Supporting a large spa team to achieve exceptional levels of service were delivered throughout each guests' spa experience. Operating business in contingency the vast majority of the time was valuable experience. Leading by example, I motivated and assisted the team to achieve monthly treatment and retail sales targets. In addition to hotel and external guests we offered a highly personalised service to over 100 Cedar Club members

Key Responsibilities

- Recruitment, induction, training, development, appraisal and discipline of all Reception staff
- Maintain employee engagement (survey score of 94%)
- Budget, planning and evaluations of financial performance, report on sales and operations with supporting statistical data in relation to retail and treatment sales
- Administration of goods, requisition inventories and cost effective usage

**Products worked with:**

ESPA products and treatments

**March 2008 - April 2009 - Receptionist and ESPA Retail Specialist** at Turnberry Golf & Spa Resort, Ayrshire, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

At Turnberry's 5\* Hotel, Golf & Spa Resort on the West Coast of Scotland I was one of six spa receptionists. Working closely with a large team of ESPA trained therapists we delivered an unrivalled level of service to our members and guests. In addition to my reception role I was also the ESPA Retail Specialist. I was responsible for providing retail training on ESPA products and provide support on how to recommend to our guests with ongoing mentoring for my colleagues.

Key Responsibilities

- Retail product and treatment sales, up selling and cross selling
- Retail sales training for the spa team, how to recommend and close the sale

**Products worked with:**

ESPA products and treatments

**July 2003 - March 2008 - Spa Receptionist** at North Gales Golf and Health Club, Ayrshire, UK - United Kingdom, (Health Club)

**Duties included:**

Working as part of a team of five Receptionists working for a privately owned leisure and relaxation facilities in the heart of Ayrshire, responsible servicing the needs of over 1200 members, day guests and regular visitors. I personally created the new process in which day spa enquiries were taken, scheduled and confirmed to coincide with the launch of a new day spa range. This significant alteration to the guest overall journey lead me to become solely responsible coordinating spa day packages and assisting with ESPA promotional evenings.

- Schedule spa day packages, treatments, golf lessons and PT training sessions
- Golf and Health club membership sales

**Products worked with:**

ESPA Products and Treatments

Jane Iredale make up

**Education and Qualifications:**

**2011 RC Powerscourt**

Certificate Level 1

STA Pool & Spa Water Treatment Foundation

**2010 ESPA House**

Certificate

Spa Management Training Course

**1994 Boroughbridge High School**

9 GCSE's

**Product Training:**

**August  
2008**

**Retail Specialist Training Course/ ESPA Essentials Course**

ESPA House

ESPA Products

Day 1 Product Training - Turnber

**Vocational Qualifications**

Fashion Design - York College of Further and Higher Education

Introduction to counselling skills course - Harrogate College

**Hobbies and Interests**

Furniture Restoration

Body Combat Class

Eating out

Theatre

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

