

Curriculum Vitae

Female

D.O.B. 21 December 1988

Number of years working in industry: 20 years 4 months

Candidate ID Number: 14026

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Manager

Personal Statement

I would describe myself as a very hard working, conscientious individual and through a variety of work experience I have developed excellent communication, problem solving, customer service and interpersonal skills. I work well as part of a team or organisation, as well as using initiative on my own. I have a bubbly and outgoing personality and having dealt with the public on a daily basis for a long period of time feel that I am an approachable and likable person. I am a strong leader, creative, highly adaptive and enjoy tackling new challenges within job roles.

I am currently Managing a Spa within a Luxury 4* Hotel in the Cotswold's. This is a 12 month maternity cover and I am looking to secure a more permanent employment.

Seeking work in Jersey, Greece, BVI

Employment History:

December 2011 - Present - Spa Manager at (most recent employer hidden for confidentiality) Cirencester , UK - United Kingdom, (Hotel Spa)

Duties included:

I am currently managing a team of twenty six, including supervisors, therapists, gym instructors, and casual staff.

My main duties include forecasting monthly revenue, P&L, rota's, stock control and ordering, recruitment, tracking appointments and future bookings, and data inputting. I am training supervisors and therapists to ensure that we are promoting the highest standard of customer service and treatments that are currently on the market, whilst researching and marketing new ideas, and making sure the day to day running of the spa is consistent and that we are keeping in line with the budgets that have been set.

I am thoroughly enjoying the responsibility that this role is giving me and I feel that my managerial skills have gone from strength to strength.

Products worked with:

Elemis, aromatherapy associates, decleor, clarins, Jessica, st tropez

December 2009 - December 2011 - Assistant Spa Manager at St Pierre Park Hotel, St Peter Port, Guernsey, (Hotel Spa)

Duties included:

In December 2009 I was promoted to Assistant Manager of the Hair and Beauty salon. During this position I excelled in par leveling, ordering and stock control over three product houses, two hair care ranges, administrative and managerial duties, whilst looking after a team of six therapists that I trained to the highest of standards. I designed promotional adverts that enabled me to boost sales and hit targets along with regularly organizing events such as product evenings and putting together monthly offers to promote our services. I have been required to produce weekly and monthly financial reports relative to budgets and targets, input data to track revenue whilst I worked closely with my line manager to forecast future bookings and repeat appointments.

The indispensable knowledge that I acquired whilst working for this particular establishment will stay with me for a life time.

May 2009 - December 2009 - Senior Therapist at St Pierre Park Hotel, St Peter Port, Guernsey, (Hotel Spa)

Duties included:

Working at a 4* hotel required me to perform beauty treatments to a very high standard; I continued to complete multiple training courses and progressed with my own unique techniques whilst utilizing the skills I had already learnt.

December 2008 - April 2009 - Beauty Therapist at Chalet Megliva / Self Employed, French Alps, France, (Hotel Spa)

Duties included:

When each guest stay commenced, it was my duty to promote the beauty treatments so they were aware of what was available for them throughout their holiday. Once they had made their selection, I performed treatments to relieve their tension from a hard days skiing, or just a little pampering. This was a fantastic opportunity and I gained valuable experience in up selling and promotion.

September 2005 - December 2008 - Beauty Therapist at Vanilla, Huddersfield, UK - United Kingdom, (High Street Salon)

Duties included:

My main duties involved customer care, satisfaction and complaints, promoting offers and treatments and building a high profile clientele. I secured a full time position within the salon on completion of my training course which enabled me to perfect my speed and precision and knowledge within the industry.

Education and Qualifications:

2008 White Rose School of Health and Beauty

ITEC and VTCT Levels 2 & 3

- Spa management
- Beauty Specialist,
- Holistic,
- Anatomy and physiology,
- Customer Services and Health, Safety,
- Security and Employment standards

2005 Shelley College

9 GCSEs (which include subjects Science, English and Maths)

Product Training:

August 2012 Elemis, Clarins, aromatherapy associates, decleor, Jessica, st tropez

On site and London

Elemis, Clarins, aromatherapy associates, decleor, Jessica, st tropez

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