

# Curriculum Vitae

**Female**

**D.O.B. 08 October 1982**

**Number of years working in industry:**

**17 years 11 months**



**Candidate ID Number:** 14055

**Nationality:** French

**Language Skills:**

Fluent: English, Spanish, French, Italian

Basic: PORTUGUESE, German

**Permitted to work in:** European Union

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

## **Personal Statement**

Passionate by my job with very high professionalism, my goal is to lead by example and by a fair manner a spa team to offer an excellent service to the guest and to always exceed the target.

My asset is to be dynamic, always good presentation, motivate the team, self motivated, high standard quality, flexible and good to share my knowledge to train the staff. Positive attitude.

Seeking work in France and International Locations

## **Employment History:**

**April 2009 - Present - Spa Manager** at (most recent employer hidden for confidentiality) World Cruise Ship, (Cruise Ship)

### **Duties included:**

- Responsible for the daily operation and performance of the spa, thalasso, salon, gym and retail area. Acts as liaison to and maintain communication between spa and corporate office as well as maintaining an excellent working relationship with onboard management.
- Knowledgeable of all spa activities, programs, services and retail products in order to train and motivate staff to ensure that business goals and profits objectives are met. Knowledgeable of all policies, procedures and required reports.
- Supervise, coach, mentor and train staff to ensure exceptional guest experiences.
- Evaluate spa operation on an-going basis and develop timely solutions to the various operational problems.
- Walk-thru's to ensure that facility and equipment are always clean and in good repair.
- Complete quarterly staff evaluations in timely and fair manner.
- Review daily appointment schedules and productivity reports ensuring budget projection are being met.
- Assist in on-going guest promotions to increase services and products sales.
- Receive and respond to all guest comments in a constructive and professional manner
- To remain organized within the position workload. Conduct meeting on daily basis
- Oversee all spa purchases at the processing of payment for all invoices.
- Computer responsibilities to establish staff schedules with staff time recording and to prepare the reservation systems for the next voyage.
- Stock, inventory responsibilities with organization of the store-room, transfer, management of the stock to have no loss or a lack of products retail or professional due to a delivery every 3 months. Weekly and quarterly inventory.

Result : Optimization of the results on the turnover.

Implementation of "raffle ticket game" for the whole Costa fleet; to increase the revenue during embarkation.

Staff has grown as assistant manager, spa manager, receptionist and some have been transfer on inaugural ship.

Increased customer satisfaction scores by 30% on average by training spa team.

Consistently monitored our costs and reduced spending by 25% by finding better alternatives.

#### **Products worked with:**

ELEMIS, LA THERAPIE, STEINER, ENVIRON, LUZERN, VOYA, SJAL, St TROPEZ, HOURGLASS.

**November 2007 - December 2008 - Area Sales Representative** at EUROPE PERFUMERIA, GRAN CANARY, Spain, (High Street Store)

#### **Duties included:**

Assist potential and exciting clients in their skin care needs, recommending the proper skin care regimen, make up and perfume by using my experience, with objective of maximizing my clientele with professionalism and education.

#### **Products worked with:**

CHANEL, DIOR, YVES ST LAURENT, GIVENCHY, GUERLAIN, L'OREAL, LANCOME, GUINOT....

#### **Career Break - Traveling**

#### **Education and Qualifications:**

##### **2007 OLD MEDECINE HOSPITAL**

Level 3

Thai massage

##### **2005 Educate**

level of BTS beauty, but not qualified

##### **2001 CEPRAR**

Level 4, BM beauty therapist

Nutrition, Manual Lymph Drainage, Specific facial and massage, Marketing, computability, business management.

#### **Product Training:**

##### **July 2012 ENVIRON**

ONBOARD CRUISE SHIP

ENVIRON PRODUCTS TRAINING AND USE OF THE DF MACHINE DERMO COSMETIC

##### **June 2012 LUZERN, BIO SWISS COSMETIC**

Onbard cruise ship

training about the luzern products, how to retail them and to use the machine for oxygen boost treatment.

##### **February 2011 EXCELLENT MANAGER - BP21**

COSTA CRUISE LINE

15hours class in the Costa management from Jonhson and Wales University in conjunction with Costa cruise Lines.

##### **October 2010 MANAGER TRAINING**

STEINER ACADEMY, LONDON

Cruise responsibilities as a manager, Roles of staff onboard, Quality assurance, Enhancing customer service, Guest disabilities, Salon sanitization guidelines, Stock control, Commission payments.

##### **February 2010 ELEMIS GOLD FACIAL AND PRO COLLAGEN FACIAL DERMABRASION**

STEINER ACADEMY, LONDON

Retail; Customer service focus; Treatment procedure; Safety spot checks.

Retails products, how to do the treatments

how to do face seminars

**March  
2009**

**IONITHERMIE, LA THERAPIE**

SAVONA, STEINER ACAEMY, ITALY

Retail; Customer service focus; Treatment procedure; Safety spot checks.

Seminars

**April 2005 CHANEL**

France - Chanel trainer

retails products

new lauch products

facial procedure

## **Vocational Qualifications**

FIRST AID, SAFETY ONBOARD

## **Hobbies and Interests**

fitness, surf, travel, yoga, read, nutrition

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

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