

Curriculum Vitae

Female

Number of years working in industry:

38 years 0 months



Candidate ID Number: 14083

Nationality: British

Language Skills:

Fluent: English, GUJARATI

Good: HINDI, URDU

Basic: SWAHILI, Arabic

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Treatment Manager / Spa Trainer, Area Sales Representative, Retail Professional

Personal Statement

A highly qualified and well-traveled beauty care specialist and spa professional with over 25 year's international experience across the industry encompassing customer relations, sales, marketing, PR and training through the regional brand development and Spa/Salon management at senior level. Possess the inter-personal skills and experience to deal with varied levels of people infrastructure. Very passionate, methodical and enthusiastic team player with an eye for detail. Longest Employment of 20 years with Clarins in UK and Singapore

Seeking to work in the UK and International Locations

Employment History:

March 2014 - Present - Spa Consultant at (most recent employer hidden for confidentiality) Maidenhead- Berkshire, UK - United Kingdom, (Day Spa)

Duties included:

Working independently on short term consultancy project to assist the hotel spas with re-vamp of a failing spa. Recruitment, Training & development of Standard Operating Procedures & Policies, Training Protocols, Sales communication training, membership sales, budgets, P&L, Development of service menu and marketing collateral. Acting spa Manager.

Treatments

Facials, Body Massage, Body Therapy (Scrubs & Wraps), waxing, Manicures, Pedicures.

Traditional Spa Treatments

Reflexology, Pre-Post-Natal Therapies, Hot stone Massage, detoxifying, slimming and specific health and wellness treatments, Indian Head Massage, Hydrotherapy, Arabic/ Moroccan Hamam & Rasul Treatments.

Career Break - Job hunting

October 2011 - April 2012 - Spa Consultant at Spa Jelita, Lucknam Park, Singapore & UK, UK - United Kingdom, (Hotel Spa)

Duties included:

A short term Spa consultancy project to assist in the re- development of an Asian Spa & training the team and the new Spa Manager to run the operations. Assisted in the Re-development of SOP, Service menu and Signature treatments, financial planning, PR and Promotions calendar. Conducted revenue generated Spa events & workshops

Treatments

Facials, Body Massage, Body Therapy (Scrubs & Wraps), waxing, Manicures, Pedicures

Traditional Spa Treatments

Traditional Wedding Ritual packages, TCM – Cupping, Reflexology, Bridal & Post-Natal Therapies, Warm Jade Stone Massage, Shiatsu, Indian Ayurveda treatments for detoxifying, slimming and specific health and wellness treatments, Indian Head Massage, Royal Thai Massage, Thai Reflexology, Thai Pre & Post Natal Massage, Indonesian Massage & Body Treatments, Arabic/ Morrocan Hamam & Rasul Treatments

Products worked with:

Skincare Products Training and Knowledge

Clarins, Aromatherapy Associates, Ila, Carita, Anne Semonin, Dr Murad, Jessica, Gellaration, Leighton Denny

August 2009 - August 2011 - Spa Director at Sharanis Wellness Spa, Abu Dhabi, UAE - United Arab Emirates, (Day Spa)

Duties included:

A two year contract to assist in re- developing the spa with a new name,menu, training the new team & management, SOP, spa design, membership development, financials & Operations, refinement of the traditional Asian treatments

- 25+ staff – 7 treatment Rooms, 6 chair Hair studio, 8 chair Nail studio, wellness studio offering yoga, Pilates, meditation and Spa membership

Products worked with:

- Products- Elemis, Nimue, Altearah Bio, Essie, L’Oreal, Schwartzkopf, Essie, Signature natural Thai & Indian ayurveda products
- Traditional Asian Spa offering Face, body, Hamam, Rasul, Hair, Nails, Waxing
- Specialized in Signature Ayurveda treatments & Holistic therapies, Thai Massage therapies, indonesian therapies

October 2007 - March 2009 - Spa Director at St Regis Hotel, Singapore, Singapore, (5 Star Hotel Spa)

Duties included:

Spa Development Manager - Remède Spa at St Regis Hotel

- 30+ staff – 9 treatment Rooms, Fully equipped Gym, outdoor Pool, spa Garden, steam, sauna, Jacuzzi, (separate Male & Female wet room areas)
- Pre –opening team member for the first St Regis Hotel in Asia.
- Spa management & Operations - Hotel guests & Local Membership

Pre-Set up , staff recruitment, Training & development of SOP, service menu, Signature treatments, Spa design, marketing, promotions & financial plan

Products worked with:

- Products- Ramede, Bliss, Essie.
- Urban Asian Spa offering Face, body, Nails, Waxing Treatments
- Specialized in signature Hamam treatments & Holistic therapies

January 1999 - March 2001 - Regional Senior Manager at Clarins Singapore, South East Asia, Singapore, (Product Company)

Duties included:

Regional Training & Development Manager-Asia Pacific - Singapore Regional office

Assisted in the successful development of 10 all new Stand-alone “Institute Clarins” in South East Asia and India.

Responsible for staff selection, recruitment, and advance training of the exclusive “Clarins Paris Method” treatments. Assisted in the supervision and liaison with the senior management in each country on the overall institute set-up, SOP, sales targets, implementation of PR and marketing activities prior to opening of the Institute. Trained the Institute teams, conducted customer events, press conferences and new set-up launches.

January 1996 - December 1998:

Institute Clarins & Salons Development Manager - Singapore

Managing the first overall Institute project in Singapore by sourcing out the location, liaising with contractors and engineers with design and set up. Recruiting and training the complete institute team, Training them on Signature treatments, retail products, sales communication and development of operating standards, managed the overall budgets, sales targets, advertising & promotional/ marketing activities, major product launches, press conferences, beauty events and the initial successful launch of the Singapore Institute.

January 1993 - December 1995:

Regional PR and Training Manager - South East Asia - Singapore

Joined the new Clarins subsidiary Regional office in Singapore and was part of the pre-set up team member for the development of the brand in South East Asia. I worked closely with the head office and the senior management team in Paris & Asia to assist in establishing & developing Clarins accounts in major departmental stores and beauty salons.

April 1983 - December 1993:

PR, Promotions & Training Manager - Singapore

Relocated to Singapore from UK and assisted in the development of Clarins in department stores & Salons in Singapore, Malaysia & Indonesia. Worked closely with the media to promote Clarins in the market. Conducted retail training, PR events, workshops and new product launches throughout South East Asia.

January 1980 - March 1983:

Area Consultant & Promotions Manager - Clarins UK

Beauty Consultants management, new account development within UK major department stores (Harrods, Harvey Nichols, Selfridges, John Lewis, Fortnum & Mason, Liberty's, Fenwick's, Whitley's, Army & Navy and Debenhams. Conducting retail sales training, new account opening promotions, Women of influence workshops, Beauty Studio Mini Treatments & Beauty Playground events in Selfridges. Set up and managed the first Clarins counter in Harvey Nich

Products worked with:

Clarins, Theirry Mugler, Azaro

Career Break - Traveling

Education and Qualifications:

2012 Starwood Hotels - Singapore

- High Innovation and leadership training

Beauty Therapy

2009 St Regis Hotel - Singapore

certificate

Hotel operating standards.

Leadership training for Head of department

2001 Raffles Academy

- Raffles Spa Academy - Singapore

Member of the Spa & Aesthetic Therapy - A technical educational committee - determining the ‘Spa & Aesthetic Therapy Certification & skills standards for Spa Recruitment.

1974 Delia Collins College of Beauty Therapy

- Delia Collins - Knightsbridge - UK

Institute of Beauty/ Physiotherapy: CIDESCO - Diploma in Advanced Beauty Therapy (Face & Body), Anatomy, Physiology, Dermatology, Electrical Therapy & Cosmetic Chemistry.

Product Training:

September 2014 **Dr Murad**

Uk

Face and Body treatments. Product knowledge

August 2010 **Elemis**

Dubai - UAE

Elemis Face and Body treatments. Product knowledge

August 1998 **Clarins**

Clarins International Head office - Paris & UK trained directly with Jaques Courtin Clarins in Paris for 2 months Uk head office for one month

- Clarins International Head office - Paris & UK

Diploma of Advanced Esthetique trainers diploma in Clarins Paris Method Treatments for Face& Body therapy, Products, Sales communication

Trained personally with the founder of Clarins Paris –Jaques Courtin Clarins in Paris for 2 months

Vocational Qualifications

Singapore

- Service Culture by Starwood Hotels
- Building a culture of performance, accountability, trust, credibility & collaboration modules 1 – 2
- Participated in all the Starwood training modules

UK

- RSA Environmental Health
- Health & Safety Essential Course

Wales – UK

- Energist Ultra VPL System
- Use of Variable Pulsed Light treatments for Hair Removal & Skin Rejuvenation for Thread Veins, Pigmentation & Wrinkles

Oxford - UK

- HPA-Radiation Protection Division
- Optical Radiation Safety Awareness Course

Hampshire-UK

- British Red Cross
- First Aid at Work Place - 4 day Intensive course required for Optical Radiation responsible person

UK

- Educare Institution
- Occupational Safety & Health

UK

- Educare Institution - NSPCC
- Child Protection Awareness Programme Course

UK Langham Hotel

- 4M Appraisal Training based on:
- My Colleague, My Guest, My Langham & My Self
- Fire , Health & Safety

Singapore

DDI-Asia Pacific - Development Dimensions International

- Coaching and Supporting Others for Excellence

Singapore

Mercuri International

- Management, Sales and Service Development for: “Train –The –Trainer

Hobbies and Interests

Language Ability/ Others

- Excellent command of spoken and written English
- Conversational ability in various Asian languages and good knowledge of varied cultures, traditions and religious protocols due to business and personal travel to Europe, USA, UAE, South East Asia, India and Africa,
- Computer Literate (Windows, Excel, Power Point) and knowledge of various spa software
- Enjoy traveling, Musical Theatre & concerts, planning and implementing theme parties.
- Passion for participation in any social and charity events. Special concerns and counseling for people with learning difficulties and age concern.
- Possess a clean driving license

CV created at www.spastaff.com

