

# Curriculum Vitae

**Female**

**D.O.B. 18 June 1959**

**Number of years working in industry:**

**28 years 10 months**



**Candidate ID Number:** 14200

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Spanish, French

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

**Position Sought:** Spa Manager, Assistant Manager, Treatment Manager / Spa Trainer

## Personal Statement

I have a true passion in the holistic approach to healthy living and see complementary therapy as an important aid to relaxation for stress management and preventative health care. Having a wealth of experience within this sector I am seeking an opportunity to offer my expertise within the Spa Management industry where my varied therapy experience, and administration skills can be utilised to offer the best in staff management and quality customer care.

My keen business acumen, genuine care, and warm hearted outgoing personality has helped to inspire clients and colleagues alike, and I pride myself with the attentive ability to empower and educate others with my excellent communication skills, a can do positive attitude, and work of the highest standard with a smile. I give the best in all I do to help bring out the best in others and believe if you value and respect your staff team it is the foundation of a happy, productive and successful work environment.

Seeking work around Yorkshire and Humber regions

## Employment History:

**November 2007 - Present - Health & Wellness Studio Business Owner** at (most recent employer hidden for confidentiality) North Lincolnshire, UK - United Kingdom, (Home/Mobile)

### Duties included:

Holistic therapy treatments, private tutoring, mini therapy courses, workshops and lectures to raise awareness of complementary therapies to aid stress management and relaxation.

Set up of own business, advertising, stock control, ordering, accounting, sales & marketing.

### Products worked with:

Aromatherapy oils, carrier oils and cream bases. Thermal Stones, Crystal & Gem products, Ear Candles.

**April 2007 - Present - Receptionist** at Bawtry Natural Health & Therapy Centre, Doncaster, UK - United Kingdom, (Home/Mobile)

### Duties included:

Retail sales consultant and holistic therapy practitioner. Counter and telephone enquiries, decision making to ensure smooth running of business, empathetic customer service, sale of health and well being supplies and nutritional remedies. Stocktaking merchandising and display of stock and deliveries. Taking bookings and coordinating staff rotas. Continued assistance in marketing client base and improving product sales. Individual bespoke treatments, therapy and

product advice.

**Products worked with:**

Dr Hauschka skincare & hair products, natural and organic face make up and body products, Solgar vitamins & minerals, Viridian herbal remedies.

**April 2008 - Present - Receptionist/Administration Assistant** at Hesley Group, Doncaster, UK - United Kingdom, (Product Company)

**Duties included:**

Greeting and assisting visitors, parents and residents with profound learning disabilities sensitively and efficiently to the highest professional standards. Multi tasking with the ability to improvise on the spur of the moment, making decisions to ensure smooth running of the front of house reception area. Receiving and answering telephone enquiries, faxes and emails ensuring messages are taken accurately and passed on promptly.

Problem solving and processing administrative/HR system data competently on a daily basis. Maintaining appropriate levels of confidentiality, planning and prioritising administration duties including collating information using microsoft word and excel applications. Managing internal and external recruitment enquiries and applications in a helpful and friendly manner, to provide a positive image of the company. Self motivated, organising own time to ensure all tasks are completed thoroughly and efficiently, constantly working to deadlines to meet the daily needs of the company in accordance with corporate policies and procedures.

**Products worked with:**

Not applicable

**October 2006 - October 2007 - Front of house receptionist & hostess** at Mulberries Salon & Spa, Nottinghamshire, UK - United Kingdom, (High Street Salon)

**Duties included:**

Maintaining the organisation of a busy reception area and overall welfare of beauty salon and day health spa. Dealing with guests and clients on arrival in a friendly and efficient manner. Telephone, email and desk reservations and spa day bookings. Selling and explanation of treatment choices and procedures. Microsoft word applications, appointment scheduling and coordinating staff rota system. Collating customer records, ordering office and product supplies. Product display and merchandising. Staff training support including introduction of new bespoke treatments.

**Products worked with:**

Decleor, Dermalogica, mud and aromatherapy oil spa products.

**October 2005 - October 2006 - Holistic Therapist** at Waterfall Spa, Leeds, UK - United Kingdom, (Day Spa)

**Duties included:**

Significant role in the initial set up and development of a ladies only luxury health & wellness day spa. Worked within a team of 15 therapists offering staff training, support and guidance to less confident staff members. High standard of organisation to busy reception area and front of house greeting to members and guests. Product merchandising and stock control. One to one bespoke Waterfall treatments. Dealing with multi tasks, telephone queries, taking bookings, and scheduling treatments in a professional manner. Involved in the planning, setting up and taking part in weekend and evening taster demonstrations, VIP launches and celebrity visits and events, featured in OK magazine.

**Products worked with:**

Own Waterfall ladies bespoke skincare and spa body products.

**September 1998 - October 2004 - Holistic Therapist** at Raithwaite Hall, Whitby, North Yorkshire, UK - United Kingdom, (Home/Mobile)

**Duties included:**

Continuing my further education studies in the healing arts I was successful in being offered a facility within a 160acre private estate. Such a superb location allowed me to establish my own health & wellness studio on a self employed basis

offering one to one holistic therapies and treatments for luxury holiday cottage guests, local clients and mobile visits to people with profound learning difficulties and mental and physical disabilities. Planning and preparing my own style curriculum with microsoft word applications to advertise a monthly programme of events for people of all ages together with hosting lectures, workshops, evening classes and mini courses plus special events to promote and market own business. The day to day running of the business involved many duties including accounting, advertising, marketing, ordering and selling of health and beauty goods to supplement income.

**Products worked with:**

Moira De Lavenue Aromatherapy face and body oils and creams.

**October 1993 - October 1998 - Complementary Therapist** at The Royal Hotel, Scarborough, UK - United Kingdom, (Hotel Fitness Centre)

**Duties included:**

Following attaining my further education qualifications in Massage and Aromatherapy, I established my own complementary therapy business. Duties involved the day to day running of business, one to one treatments, advertising and marketing self and products for sale. Dispaly and merchandising of health and beauty goods. accounting and product ordering.

**Products worked with:**

Moira De Lavenue Aromatherpay products.

**October 1991 - October 1993 - Receptionist** at The Royal Hotel, Scarborough, UK - United Kingdom, (Hotel Fitness Centre)

**Duties included:**

Directing and manning of busy reception area within a 4 star 138 bedroom hotel. Offering quality customer care and professional assitance at all times. Room reservations, checking in guests, computer operations, telephone enquiries, regular and late availablility sales, plus the organisation of conference facilities. Responsible for the collation of the popular health and leisure club membership.

**Products worked with:**

Hotel receptionist position

**October 1977 - October 1990 - Travel Agency Manager** at Manchester Student Travel, Manchester, UK - United Kingdom, (Product Company)

**Duties included:**

Initial setting up of travel agency business, within Manchester university and polytechnic branch campuses. Counter and telephone sales, telex operations, reservations and ticketing for air, rail and sea services. Interviewing and recruiting staff members, accounting, advertising, marketing and the organisation of travel promotions.

**Products worked with:**

Travel and tourism products

**Career Break** - Traveling

**October 1975 - October 1977 - Junior reservations clerk** at NUS Travel, Manchester, UK - United Kingdom, (Product Company)

**Duties included:**

Junior office administration duties. Counter and telephone customer service of information and sales within a busy student travel agency.

**Products worked with:**

## Education and Qualifications:

### 2008 Yorkshire Coast, ACNH, Bradford College

BABTAC, ACHO, IIHHT

- Swedish Massage
- Aromatherapy Massage
- Crystal & Gem Therapy
- Reiki level 1 & level 2
- Indian Head Massage
- Metamorphic Technique
- Colour Breathing
- Magnified Healing
- Ear Candling
- Thermal Stone Therapy

### 1975 Chorlton High School

Gcse: Mathematics, English Language, English Literature, Domestic Science, Biology, French, German

## Product Training:

|                         |  |
|-------------------------|--|
| <b>October<br/>2008</b> | <b>Dermalogica</b><br><br>Worksop<br><br>1 day introduction and explanation of dermalogica products for sale.  |
| <b>October<br/>2008</b> | <b>Dr Haushka</b><br><br>In store<br><br>Description and explanation of uses and skin types for Dr Hauschka products   |
| <b>October<br/>2007</b> | <b>Decleor</b><br><br>Mansfield<br><br>1 day introduction and explanation of Decleor products for sale.  |
| <b>October<br/>2006</b> | <b>Waterfall Spa own products</b><br><br>Waterfall Spa, Leeds<br><br>Exclusive Waterfall Spa products and specialist training. Mud and body wraps, Aromatherapy facial & full body massage, hot stone massage. |

## Vocational Qualifications

City & Guilds Teacher Training Delivering Learning, Health & Safety, First Aid, Microsoft Word & Excel programmes, NVQ Customer Service Skills.

## Hobbies and Interests

Yoga, Feng Shui, Zumba, Walking, Reading, Complementary Health issues, Skiing.