

# Curriculum Vitae

**Female**

**D.O.B. 10 October 1988**

**Number of years working in industry:**

**8 years 0 months**



**Candidate ID Number:** 14729

**Nationality:** Kenyan

**Language Skills:**

Fluent: English, swahili, kikuyu

Basic: German

**Permitted to work in:** Kenya

**Position Sought:** Spa Consultant, Spa Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, College Tutor, Product company trainer

## Personal Statement

OBJECTIVE.

Goal-forecast individual seeking for a career opportunity with a thriving ,growing company to apply management , leadership and motivational skills when over -seeing a team of professionals and working towards a common goal to increase productivity.

SUMMARY.

A spa and wellness specialist with 8 years plus of experience with a good command of written and spoken English. Skilled in wellness , training, Retail sales , spa operations ,customer service ,Spa educator , Human Anatomy, body and skincare treatments.

Experienced in Galvanic , Microcurrent , Ultrasound and LED facials

A business management diploma holder by Knec , an ITEC diploma focused in Beauty Specialist from Alison Caroline Institute and a spa management diploma from Raison d' Etre.

I have been trained and worked with Elemis , Carita , Ansemonin , Phytomer , Natura bisse and Amra products.

I am Enthusiastic, self driven, self motivated , and always eager to learn among other qualities that I posses.

## Employment History:

**October 2019 - December 2020 - Treatment Manager / Spa Trainer** at (most recent employer hidden for confidentiality) Doha, Qatar, (5 Star Hotel Spa)

### Duties included:

- Assist management in hiring, training, scheduling, and motivating and coaching employees; serve as a role model.
- Monitor and stick to time schedule throughout the day.
- Answer questions about available services, general property information and amenities.
- Confirm guest first and last name and type of treatment scheduled prior to beginning treatment.
- Advise providers of last minute changes or additions to schedule and resolve scheduling situations as needed.
- Promote and sell spa/salon services and retail products.
- Complete requisitions for additional products, supplies, or equipment.
- Inspect work areas and tools/equipment to ensure conformance to company standards.
- Notify Engineering of spa/salon maintenance and repair needs.
- Report accidents, injuries, and unsafe work conditions to manager.
- Advise employees on general property information, in-house groups, policy changes, or other pertinent information.

- Follow all company policies and procedures.
- Ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets.
- Welcome and acknowledge all guests according to company standards.
- Anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation.
- Speak with others using clear and professional language.
- Prepare and review written documents accurately and completely and answer telephones using appropriate etiquette.
- Develop and maintain positive working relationships with others; support team to reach common goals.
- Ensure adherence to quality expectations and standards.
- Develop and implement quality improvement or corrective action plans; Stand, sit, or walk for an extended period of time.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance.
- Perform other reasonable job duties as requested .

**Products worked with:**

Amra

Natura bisse

**August 2017 - September 2019 - Massage Therapist** at Hyatt international, Doha, Qatar, (5 Star Hotel Spa)

**Duties included:**

Massage Therapist

- Handling guest questions among other administration duties.
- Opening and closing of spa.
- Processing payments. ( Book 4 time and POS )
- Receiving calls from clients and making bookings of treatments.
- Analyzing the skin condition and making appropriate product recommendations.
- Performing body treatments, including waxing, body wrap and scrubs application.
- Recommending retail products for clients' at-home usage.
- Fostering a friendly, warm and exceptional customer experience.
- Flexibly working on evenings and weekends to ensure proper spa coverage.
- Handling busy schedules and staying on top of key deadlines.
- Suggesting appropriate therapy based on current health of client.
- Welcoming clients as they arrive for appointments.
- Stocking treatment rooms with proper supplies.
- Notifying the manager of supply needs to ensure necessary items are in stock.
- Discussing procedures and treatment options with clients.
- Informing guests of appropriate products available to increase retail sales.
- Advising clients on proper home-care regimens.
- Demonstrating positive service and attitude towards guests , colleagues and the management.

**Products worked with:**

Carita

Ansemonin

Elemis

**June 2013 - July 2017 - Beauty Therapist** at Kempinski hotels, Nairobi, Kenya, (5 Star Hotel Spa)

**Duties included:**

Spa therapist and a departmental trainer.

- Identifying training needs , preparing thre trainings and Perfomring trainings to new and existing therapists.
- Ensuring standard operating procedures are followed.
- Preparing training reports and calenders and sending them to the training coordinator according to the agreed date every month.
- Attending meetings relating to training.
- Acted as a link between the trainIg department and the spa.
- Analyzing the skin condition and making appropriate product recommendations.
- Performing body treatments, including waxing, body wrap and scrubs application.
- Recommending retail products for clients' at-home usage.

- Fostering a friendly, warm and exceptional customer experience.
- Flexibly working on evenings and weekends to ensure proper spa coverage.
- Handling busy schedules and staying on top of key deadlines.
- Suggesting appropriate therapy based on current health of client.
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- Discussing procedures and treatment options with clients.
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- Advising clients on proper home-care regimens.
- Demonstrating positive service and attitude towards guests, colleagues and the management.

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

Phytomer.

**March 2013 - April 2013 - Beauty Therapist** at sarova hotels, Nakuru, Kenya, (5 Star Hotel Spa)

#### **Duties included:**

- Performed treatments to client.
- Exchanged dirty for clean linen in laundry.
- cleaned and kept treatments rooms tidy.
- Reported to the main reception to check for more bookings and assisted in welcoming guests.

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

Healing earth products from south africa.

**Career Break** - Job hunting

**March 2010 - October 2010 -** at seton hardware, utawala, Kenya, (High Street Store)

#### **Duties included:**

- Made sales.
- Taking stock.
- Received new stock on behalf of the owner incase she was absent.
- Maintained tidiness and cleanliness.
- Prepared meals for the other employees.

**Career Break** - went back to college.

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

##### **2021**

Diploma in business management

##### **2016**

Diploma

Spa management by Raison d' etre.

Area covered.

- Introduction to spa market and trends.
- Marketing and public relations.
- Leadership.
- Finance.
- Human resources.
- Service quality management excellence.
- Business plan.

##### **2011 Goethe Institute**

Certificate

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## **2009 Milken Business And Information Training Centre.**

Certificate

Certificate in Computer Applications:

-Introduction to computers

-Windows 2000/XP

-Word

-Excel

-Access

-Powerpoint

-Adobe Pagemaker

-Email And Internet

## **2014 Allison Caroline Institute**

Level 3 Diploma in Reflexology

## **2012 Allison Caroline Institute**

ITEC Level 3Diploma in Beauty Specialist:

-Skin care /Facials

-Make up

-Waxing

-Eye brow/Eye lash tinting

-Swedish Massage

-Proffesional Conduct and Business Awareness

-Anatomy and Physiology

## **Product Training:**

**June 2013 phytomer products. Phytomer products. Learnt body wraps, body scrubs, facials, and product knowledge.**

Nairobi kenya. Fanny.

Phytomer marine body wraps and scrubs, facials and massages.

**September 2012 Healing Earth. I went to a three day training being taught by a trainer from south Africa.**

At Alison Caroline Institute, Trained by Mericia Chapman. Nairobi Kenya.

Healing earth facials and body massage.

Attained a certificate in the use of the products.

## **Vocational Qualifications**

- Milken computer college.computer packages
- Goethe Institute Basic german

## **Hobbies and Interests**

Hiking, travelling, socializing, gardening, cooking, reading.

