

Curriculum Vitae

Female

Number of years working in industry: 5 years 2 months

Candidate ID Number: 14994

Nationality: British

Language Skills:

Fluent: English

Basic: French

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Assistant Manager

Personal Statement

A highly motivated and enthusiastic individual with excellent organisational and communication skills. Proven ability to work well under pressure whilst still maintaining a friendly and approachable manner. Continually strives to achieve the best from every situation and is more than willing to undertake training in order to do so.

Seeking work in UK and international locations

Employment History:

October 2010 - December 2012 - Assistant Manager at (most recent employer hidden for confidentiality) Mawgan Porth, Cornwall , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Direct line manager of six spa hosts/outdoor hosts and reservationists
- Solely responsible for the weekly rostering of 18 therapists and 6 spa hosts
- Responsible for holiday requested and subsequent roster cover, wages, commission reports, weekly KPI analysis and forecasting
- Implemented numerous policies and procedures to ensure a smooth, efficient and profitable running of the spa
- Ran four recruitment campaigns for the spa, interviews, selection days and subsequent inductions to the company
- Duty management shifts twice weekly for the whole hotel, experience bar hosting and on the spot problem solving
- Responsible for monthly stock-takes for retail and professional stock, generating orders in line with business needs and monitoring/maintaining stock levels to ensure an efficient spa running
- Training and development of the host teams, generating a training matrix with weekly one to ones to update and assess knowledge and development
- Analysis of current database to create a marketing presentation detailing the spa consumer, their needs, expectations and ideas for future growth and development
- Created and ran two sales workshops for the whole of the Scarlet spa, along with team members from the Bedruthan Spa (sister hotel spa)
- Increased retail sales by 4% in my first year with the company, with an increase in overall revenue by 50%
- Experienced in Gumnuts booking system, Hotel Perfect and Rota Horizons software
- Experienced and competent with Microsoft software, including excel, power-point and word to an advanced level.
- Often solely responsible for the daily running of the spa, over holidays becoming the line manager for the therapists and making decisions based on offers etc to boost business in time of quiet bookings
- On the spot problem solving while remaining calm and clear in potentially stressful situations
- Experienced dealing with a wide variety of guests, resolving situations where the guest is unhappy and turning the situation round wherever possible.

Products worked with:

Voya

Tri Dosha

Spa Ritual

September 2007 - September 2010 - Spa Therapist at Devonshire Spa, Buxton, UK - United Kingdom, (Day Spa)

Duties included:

- Wide variety of treatments performed within the spa, such as massage, facial both basic and advanced (Elemis and Dermalogica).
- Managerial roles performed within the spa
- Pool Testing, Spa Host and Spa Tour roles undertaken
- Reception work with Salon Iris software

Products worked with:

Elemis

Dermalogica

Fake Bake

Career Break - Worked in other industry - Healthcare Advisor at Boots the Chemist

Education and Qualifications:

2010 University of Derby, Buxton

2:1 Degree - BSc (hons)

International Spa Management

- Modules included finance, advanced financial decision making, marketing, managing people, spa design, health and wellness tourism.
- Alongside my Elemis, Fake Bake, VTCT certificates and diploma, Dermalogica and Swedish massage

2007 Torquay Grammar School for Girls 6Th form College

3 A Levels grades A-D

1 As level

2005 Torquay Grammar School for Girls

8 GCSE's Grade A-C (Including English (A & C), French (C) and Maths (A))

Product Training:

September 2012 Tri Dosha Product Training

On Location - Scarlet Hotel

Training in Tri Dosha Products and treatments for the Ayurvedic treatment on offer

January 2011 Voya treatments and products

On Location - Scarlet Hotel

Diploma in VOYA therapy and Organic teaching

October 2009 Dermalogica Face and Swedish Body

University of Derby, Buxton

Completed theory and practical sessions, including commercial involving numerous Dermalogica facials from basic to advanced and Swedish body massages

March 2009 VTCT Qualifications

University of Derby, Buxton

- Level three diploma in health, safety, security and employment standards
- Level two certificate in nail treatments

February 2009 Elemis

University of Derby, Buxton

- Elemis Fennel, Aroma Stones and Mother to Be Massage

Completed theory and designated commercial practical sessions, alongside a Mother to Be Massage case study.

- Elemis Exotics Spa Treatments

Completed theory and commercial sessions for exotic treatments, including Ceremony to the sun, Lime and Ginger Salt Glow, Frangipani Wraps.

- Elemis Aroma Spa Treatments

Completed theory, undertaking practical sessions to gain qualification including Aroma Spa Musclease and Cellutox flat and wrap.

- Elemis Facial and Massage

Fully qualified in Elemis basic and four advanced facials including Pro Collagen Marine facial, along with the Elemis massage to level 5 equivalent.

June 2008 Fake Bake

University of Derby, Buxton

Attended and passed Fake Bake Lotion Training Session

Vocational Qualifications

- 2012 - ILM level 5 Award in Leadership Management - ILM award to improve and develop leadership and management within a team
- 2012/13 - Working towards - British Horse Society - Stage One -Riding, care and theoretical examinations
- 2012 - Nominated and shortlisted for Best contribution to business growth - Through the UCP project undertaken alongside my role at the Scarlet Hotel
- 2011 - First Aid in the Workplace - Three day assessed First Aid Course - refresher in 2012
- 2011 - Emergency First Aid at work - Assessed one day course
- 2011 - Food Hygiene Certificate - Safe storage, preparation and handling of food
- 2011 - Unlocking Cornish Potential development project - A project undertaken alongside my role to develop the Scarlet and improve efficiencies.
- 2007 - Boots the Chemist - Healthcare advisors course
- 2007 - Full UK driving licence - clean

Hobbies and Interests

My hobbies and interests include the regular walking of my dog and since my move to Newquay my recent discovery of my love for surfing. I also have a huge passion for horse riding, something which has been a childhood passion of mine and I continue to have weekly lessons. Reading a wide variety of books has been a past-time of mine from my early years, as is maintaining my knowledge of current affairs. I love the outdoors and being active I find it a great way to clear my mind and boost my adrenaline!

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