

# Curriculum Vitae

**Female**

**D.O.B. 30 December 1990**

**Number of years working in industry:**

**16 years 5 months**



**Candidate ID Number:** 15007

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: German

**Permitted to work in:** Spain, Portugal, Malta, Jersey, Italy, Guernsey, Greece, Germany, France, UK - United Kingdom

**Position Sought:** Spa Consultant, Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Senior Therapist, Beauty Therapist, Receptionist

## Personal Statement

I am currently nearing the end of my final year as an International Spa Management degree student. I am a highly motivated, sales focused and results orientated individual, looking to apply and develop my current skill set further, whilst bringing immediate value within a spa/beauty setting. As well as holding a strong academic background, I also have three years commercial experience within the beauty/spa industry, and am very passionate about both my performance in the workplace and my work academically. I always strive for perfection in everything I do. My studies have uncovered my passion for management, whereby not only have I studied the fundamentals of management, but also sector specific modules such as Spa Operations Management; Strategic Change Management; Training in the Business Environment; Spa Design and Development. I feel it is necessary to gain further experience in the industry in order to develop and progress practically, as well as extending my academic capabilities for continuous development. I am confident, reliable, extremely presentable and honest; and deem outstanding customer service to be most imperative to the service industry. In support of my degree, I have invaluable commercial experience of an Assistant Manager role within a five star spa environment. This has allowed me to practice and develop the skills I have gained within the international business management major. This role has presented me with new opportunities within the industry and taught me to deal with the challenges running a spa can entail; thus allowing for the acquisition of new skills within an unfamiliar environment. Further to this, my employment of Spa Therapist (three years), ensures that I am up to date with treatment training in product houses such as Elemis, Dermalogica and Leighton Denny, as well as having a keen insight into consumer and industry spa trends. My ability to offer exceptional five star treatments would bring many benefits to the spa, such as customer loyalty and customer satisfaction, as well as an invaluable degree of professionalism. My current predicted university grade is 70% (1st class).

Seeking work in the UK, international locations and on cruise ships.

## Employment History:

**September 2012 - Present - Senior Therapist** at (most recent employer hidden for confidentiality) Sheffield, UK - United Kingdom, (Day Spa)

### Duties included:

- Meeting and greeting customers in a polite and courteous manner.
- Excellent conceptions of time management to ensure all treatments run according to schedule.
- Worked under pressure in a fast moving and often stressful environment.
- Have successfully dealt with difficult situations, such as contra-indications, ensuring relevant modifications have been made.
- Ensuring each client has a relaxing and memorable experience at the Spa; and that the treatments delivered by myself are of the highest standard.

- Offering recommendations of products, and aftercare advice to clients.
- Making clients aware of offers available at their time of visit.
- Given excellent oral feedback regularly.
- Actively participated in the implementation of marketing and promotional schemes.

Participated in Elemis and Leighton Denny product and treatment training.

**Products worked with:**

Elemis

Leighton Denny

**June 2013 - Present - Massage Therapist** at Celtic Manor Resort, Newport, South Wales, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Delivering treatments in line with AA guidelines

**Products worked with:**

Elemis

Leighton Denny

St Tropez

**September 2011 - December 2012 - Head Therapist** at Spa at the Dome, Buxton, UK - United Kingdom, (Day Spa)

**Duties included:**

- Working closely with and to assist the spa management team in the day-to-day running of the spa.
- Liaising with 'front of house' to ensure the booking time is maximised.
- Overseeing the maintenance of hygiene and cleanliness within the treatment rooms.
- Taking an active role a spa duty manager, overseeing a total of 105 employees, 33 working per shift.
- To assist in the induction and integration of new therapists as well as the feedback process.
  - Successfully allocated duties to staff with free time.
- To motivate and encourage the promotion of treatment and retail sales.
- Ensuring that a comprehensive check of the spa before opening/closing is carried out, arranging for any necessary jobs to be completed.
- Carrying out room and therapist inspections whilst on shift to ensure high standards are carried through
- Leading by example demonstrating the highest standard of professionalism at all times.
- Dealing with guest complaints in a professional manner.
- Be aware of Health and Safety issues, checking that all equipment is fully operational.
- Ensuring that own admin duties are completed as set out by Spa Manager.
- Meeting and greeting customers in a polite and courteous manner.
- Excellent conceptions of time management to ensure all treatments run according to schedule.
- Worked under pressure in a fast moving and often stressful environment.
- Successfully dealt with difficult situations, such as contra-indications, ensuring relevant modifications have been made.
- Taken an active role in stocktaking and replenishment.
- Carrying out pool testing and making alterations chemically, where viable.
- Ensuring each client has a relaxing and memorable experience at the Spa; and that the treatments delivered by

myself are of the highest standard.

- Making clients aware of offers available at their time of visit.
- Actively participated in the implementation of marketing and promotional schemes.

Undertaking any other duties as delegated by the Spa Manager, and Operations/Finance/Marketing departments as required.

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

Elemis

Orly

Nailtiques

Dermalogica

**June 2012 - June 2012 - Travel Money Advisor** at Travelex Ltd, Chesterfield, UK - United Kingdom, (Product Company)

#### **Duties included:**

- Meeting and greeting customers in a polite and courteous manner.
- Excellent conceptions of time management to ensure all customer orders and deliveries run according to schedule.
- Worked under pressure in a fast moving and often stressful environment, often as a lone worker.
- Having sole responsibility of foreign currency, frequently valuing above £30,000.
- Offering recommendations of products, and sales advice to customers.
- Worked as a member of a top-performing bureau, often achieving above and beyond personal targets.

Ensuring the smooth running of day and shift end procedures.

**September 2009 - June 2012 - Assistant Manager** at Boots, Bakewell, UK - United Kingdom, (High Street Store)

#### **Duties included:**

- Responsible for assisting customers and placing orders.
- Working under pressure in a fast moving and often stressful environment.
- Developed outstanding interpersonal skills dealing with customers and other members of staff.
- Handling cash and dealing with refunds and exchanges.
- Successfully trained in No7 Makeup and Skincare products,
- Have successfully held the job down during University term-time balancing a heavy workload and ensuring a reliable income.
- Making sure the work area is clean and tidy.
- Developed the skills and knowledge to assist with the opening and closing of the store, including end of day cashing up.
- Actively partake in new training programmes to ensure an up-to-date knowledge of products and procedures.
- Frequently receive written feedback for exceptional customer care.
- Experience of the stores operational roles, having fulfilled a temporary position as delivery assistant. Duties included: taking in delivery, stock control, adapting the appearance of the store where necessary.
- Implementing store offers, making customers aware of these at all times.

Taking an interest in store targets and improving my performance where possible to help meet and exceed these.

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

Boots

No.7 cosmetics

**September 2010 - September 2011 - Massage Therapist** at Devonshire Spa, Buxton, UK - United Kingdom, (Day Spa)

**Duties included:**

Performing spa treatments

**Products worked with:**

Elemis

Orly

Nailtiques

Dermalogica

**Education and Qualifications:**

**2013 University of Derby**

Bachelor of Science Undergraduate Degree

BSc (Hons) International Spa Management, University of Derby

(Expected 70% (1st Class)

Subjects studied: Massage Techniques, Specialist Massage Techniques, International Spa Maintenance and Treatments, Training in the Business Environment, Marketing and Promotions, Financial Decision Making, HRM, Nutrition and Spa Cuisine, Human Biological Sciences, Research Methods, Managing People, Strategic Management, Operations Management, Spa Design and Development, Independent Study.

Skills developed: Excellent written and oral communication; practical skills in spa treatments; research and the ability to apply this practically; interpretation and presentation; critical thinking and analysis; leadership and managerial skills; application of strategic decision making and problem solving; reflection and evaluation; a knowledge of appropriate practice within spa.

Additional Qualifications: VTCT in Swedish Body Massage; VTCT Level Two in Nail Treatments; Certificate in Elemis Face and Body Treatments; Extensive Elemis Retail Training; Level Four Body Massage and Facials.

Worked well on my own and as part of a team for tutorial work; set my own deadlines and managed my time effectively under pressure; ensured that research and further reading was carried out for all subject areas. I have obtained 2.1 and 1st grades for all work submitted on this course, also having scored 97% on the written Elemis exam.

**2012 University of Derby/Buxton College**

VTCT

Level Three Swedish Body Massage

Level Two Nail Techniques

Level Two Manicure

Level Two Pedicure

**2010 Sheffield Hallam University**

Bachelor of Arts Degree, 120 credits awarded at level four

BA (Hons) Primary Education with QTS, Sheffield Hallam University [Undergraduate Credit: 120 Credits awarded at Level 4]

Subjects studied: Mathematics; English in the Primary School; An Introduction to Science and ICT; Introducing the Foundation Subjects and RE; Child Development; Professional Practice; Personal and Professional Learning.

Skills developed: Excellent written and oral communication; high standards of professionalism and practice within the workplace; time management; project planning and delivery; confidence in delivering lessons; impeccable ability to respond to change; a greater understanding of diversity and cultures;

Throughout this course I worked well on my own and as part of a team for tutorial work; and successfully completed two thirty-day block placements with the role as 'Class Teacher'. All work submitted on this course achieved a 2.1 or 1st grade.

### **2009 St Mary's RC High School**

- A Levels: Geography (B), Business Studies (C), General Studies (D)
- AS Levels: English Language (E)
- GCSEs: 10 awards at grades A-C, including English Language (A), English Literature (A), Mathematics (B)
- Additional Qualifications: NOCN Level 3 Award in General Religious Education, OCR Level 1 Certificate in Business Language Competence (German)

### **Product Training:**

<b>August 2013</b>	<b>St Tropez Spray Tanning</b>
	Celtic Manor Resort
<b>October 2012</b>	<b>Elemis</b>
	Spa 1877
	Elemis Exotics - Body
<b>October 2012</b>	<b>Leighton Denny</b>
	Spa 1877
	leighton denny bronze training
<b>January 2012</b>	<b>Elemis</b>
	Spa at the Dome/Buxton College
	Elemis Face and Body
<b>September 2011</b>	<b>Elemis</b>
	Spa at the Dome/University of Derby
	Elemis advanced body treatments; mother to be massage, body sculpt massage, hot stone massage
<b>September 2010</b>	<b>Dermalogica</b>
	Spa at the Dome/University of Derby
	Facial Products

### **Vocational Qualifications**

Proficient in Microsoft office, Salon Irisi and Premier Spa

### **Hobbies and Interests**

Fashion, Travel, Journalism, Shopping, Geography, Walking

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

