

# Curriculum Vitae

Female

**Number of years working in industry: 18 years 10 months**

**Candidate ID Number:** 15055

**Nationality:** British

**Language Skills:**

Fluent: English

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

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

## Personal Statement

I am an outgoing individual with a passion for my profession, always looking for a new challenge and opportunity to learn and progress not only for myself but other people as well. I am recognised for a calm, direct attitude, outgoing personality with a determined focus for the goal/job in hand.

Seeking work in the UK and international locations.

## Employment History:

**January 2013 - Present - Assistant Manager** at (most recent employer hidden for confidentiality) Bury St Edmunds, Suffolk, UK - United Kingdom, ( Hotel Spa)

### Duties included:

I am the duty manager of this day spa/hotel, in the absence of the manager I am in charge of the smooth running of the spa facility and team. My duties involve: upselling treatments on arrival and over the phone to spa day guests, hitting and exceeding product/treatment targets, staff rotas, scheduling appointments, training staff, stock taking and ordering, building rapport with guests of the spa/hotel, maintaining guest satisfaction to a high level, improving guest experience within our facility, motivation, disciplining and developing the team.

### Products worked with:

ESPA, Germaine De Cappucini and OPI

**November 2012 - December 2012 - Spa Manager** at Steiner Transocean, P&O Azura, Mediterranean/Caribbean , (Cruise Ship)

### Duties included:

I was in charge of a team of 23 my duties involved, achieving KPIs set by head office and the cruise line breaking this down per cruise, per month and into service and retail for the team to reach, goal setting with the team, motivating, disciplining and implementing staff development plan, cruise planning and adjusting for different demographics and itineraries, marketing of different concepts and promotions, front of house of the spa, taking reservations, building rapport with the guests, maintaining high level of guest satisfaction, delegation of jobs within the team, stock control, health and safety, regular conference to my head office to discuss initiatives and revenue, accounting and end of cruise paperwork, calculating and submitting team wages

### Products worked with:

Elemis, Ionithermie, CND, Bliss, La Therapie

**February 2012 - August 2012 - Salon Manager** at Steiner Transocean, P&O Arcadia, World Cruise, Mediterranean

and Baltic, (Cruise Ship)

**Duties included:**

I was responsible for a spa, salon, gym on board a luxury cruise liner with a team of 15 staff all of varying ages, abilities and nationalities. I joined the ship half way through a world voyage where the team had not had a stable manager for over 2 months and were not making any revenue for themselves or reaching targets. The spa and team as I left them were consistently hitting target, exceeding guests' satisfactions and expectations and signing up for more contracts to work on board as well. Duties were as above.

**Products worked with:**

Elemis, Ionithermie, Bliss, CND, La Therapie

**April 2011 - December 2011 - Assistant Manager** at Steiner Transocean, P&O Azura, Mediterranean/Caribbean , (Cruise Ship)

**Duties included:**

I worked as part of a team of 27 with responsibilities and duties including: Making bookings and driving columns via computer booking systems, scheduling pre bookings, staff time off, seminars, classes, achieving goals and targets set by the manager, in the absence of the manager being in charge of the operation of the spa facility and team, helping with implementation and managing of the daily spa operation, guest service and experience aspect of all spa facilities

**Products worked with:**

Elemis, Ionithermie, Bliss, CND, La Therapie

**March 2010 - January 2011 - Beauty Therapist** at Steiner Transocean, P&O Azura, Mediterranean/Caribbean , (Cruise Ship)

**Duties included:**

I was part of the team of 27 who set up P&O Azura's new spa facility. Duties involved: achieving targets and goals set out by my manager, self promotion and column management

**Products worked with:**

Elemis, CND, Ionithermie, Bliss, La Therapie

**January 2007 - January 2010 - Assistant Manager** at Clarice House Spa, Hotel and Health Club, Bury St Edmunds, Suffolk, UK - United Kingdom, ( Hotel Spa)

**Duties included:**

In the absence of a manager I would be in charge of the smooth operation of the spa facility and team. My other duties include: training staff, stock ordering, scheduling reservations, running my own column, ensuring guests satisfaction remains to a high level, hitting and/or exceeding targets set out by my manager

**Products worked with:**

Germaine de Cappucini, ESPA, OPI

**April 2006 - December 2006 - Beauty Therapist** at Country Beauty Salon, Red Vein and Skin Clinic, Eye, Suffolk, UK, UK - United Kingdom, (High Street Salon)

**Duties included:**

Achieving goals set out by my manager, self promotion and column management

**Products worked with:**

Dermalogica, Jessica

## Education and Qualifications:

### **2012 Steiner Academy, Watford, UK and Miami Head Office**

Certificate to confirm training

Steiner management program

### **2009 West Suffolk College, UK**

NVQ Level 3

Reflexology

### **2006 City College Norwich, UK**

NVQ Level 2 and 3

Beauty Therapy Qualifications

### **2005 City College Norwich**

NVQ Level 3

Indian head Massage

### **2004 Diss High School**

GCSE:

English Language A

English Literature A

Art A

Maths B

History B

Science B

Latin C

Textiles Technology A\*

## Product Training:

### **February 2013 Germaine De Cappucini**

Germaine Trainer in house training at Clarice House, Bury St Edmunds

Phase 1 Germaine de Cappucini training: Options line, spa prescriptive facials, Excel O2, Vit C+, strateigist, Black Diamond Facials, Body exfoliations and treatments procedures, Body Wraps, Aromatherapy massage oils and treatment procedures, Med Delight massage routine, Crystal Body Harmony massage procedure and routine as well as all starting protocols and finishing protocols

### **February 2010 Elemis**

Steiner Training Academy, Watford, UK

Elemis facial training- pro collagen, tri enzyme, oxydermy, 24ct gold and skin specific.

Elemis Body Training- Lime and ginger salt glow, aroma spa seaweed wrap, deep tissue massage, body sculpting colon therapy

Starting and finishing protocols eg welcome touch, body brushing and tingsha bells

### **February 2010 Ionithermie**

Steiner Academy, Watford, UK

Ionithermie Cellulite reduction and inch loss treatment and Ionithermie revitalising leg therapie

### **January 2010 ESPA**

ESPA trainer in house training at Clarice House, UK

ESPA essential knowledge-body exfoliation and wrap procedures, total body care, aromatherapy massage,

aromatherapy, balancing and concept facials.

ESPA Hip and Thigh and Pre Natal training

## **Hobbies and Interests**

I enjoy travelling and visiting new places and experiencing new cultures, I get excited when planning trips to visit my friends from around the world that I have met on my travels so far. I enjoy yoga, running, reading, fashion and cooking. I am learning to knit. I am always up for a challenge and embrace life with everything it has to offer

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