

# Curriculum Vitae

**Female**

**D.O.B. 03 February 1980**

**Number of years working in industry: 12 years 5 months**

**Candidate ID Number:** 15161

**Nationality:** South African, British

**Language Skills:**

Fluent: English

Basic: French

**Permitted to work in:** South Africa, UK - United Kingdom

**Position Sought:** Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, College Tutor

## Personal Statement

### Employment History:

**October 2017 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Guildford, UK - United Kingdom, ( Hotel Spa)

#### Duties included:

- \* To drive and lead the operational and financial direction of the spa
- \* Responsibility for the overall management and performance of the Spa, ensuring high standards of professionalism, customer service and financial performance – monitoring and working to achieve all KPIs set for the spa
- \* Provide leadership, direction and support to the employees at the Spa to develop a highly motivated team who can deliver high standards of service in all areas
- \* Take responsibility for Health and Safety within the spa ensuring adherence to both statutory regulations and Company guidelines
- \* Review monthly revenue and cost budgets with General Manager
- \* Effectively integrate the Spa within the Hotel Marketing strategy and to ensure ongoing representation of the spa both internally and externally
- \* Plan an annual calendar of promotional events in line with cultural and relevant events
- \* To monitor standards of service and client satisfaction taking necessary action to ensure Brand and Group standards are maintained
- \* To take overall site responsibility for daily operational issues within the spa including accurate scheduling, cleanliness etc
- \* Ensure that all treatments carried out within the spa are at a consistently high standard
- \* Ensure that all new therapists receive full induction programme
- \* Regularly review and monitor all therapists' treatment performance against standards set in the treatment manual
- \* Maintain a high level of understanding and awareness of treatment trends and innovations
- \* Carry out or organise all in house training on a regular basis in all areas
- \* Carry out annual appraisals and personal development plans for all spa staff and to review these with the General Manager

**Products worked with:**

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**April 2016 - June 2017 - Corporate Spa Trainer** at Spa Connectors, Bali, Indonesia, (College)

**Duties included:**

- Creating training manuals to uphold Spa Connectors core values and brand standards
- Delivering engaging presentations to spa industry professionals
- Liaise with spa managers to determine training needs and schedule training sessions
- Assisting with the design of effective training programs
- Prepare educational material such as module summaries, videos etc.
- Provide on-site training to spa teams in 5-star resorts and hotels across the Middle East, Asia and Indian Ocean region
- Deliver the Spa Connectors 'X-Factor' module – including varied subjects such as Emotional Intelligence, Effective Communication, Mindfulness and Spa Business
- Build positive, professional relationships with key team members and senior management in the hotel and spa to ensure new and repeat business
- Perform spa audits and create customised training programmes to ensure optimal results
- Communicate effectively with the Head Office to coordinate travel and understand the clients needs
- Providing ongoing student mentorship post training

**November 2014 - March 2016 - Reception Manager** at Speedflex, Surrey, UK - United Kingdom, (Health Club)

**Duties included:**

As part of the pre-opening team, I assisted with the setting up of all SOPs, software systems, centre reports, filing systems.

- Producing all necessary documentation for successful running of the business i.e. membership trackers/client forms.
- Set up of extensive filing system and monitoring/maintaining it.
- Producing all email templates for ease of communication with clients/members.
- First point of contact in meeting and greeting members, potential customers and other visitors to the centre.
- Answering all calls quickly and efficiently.
- Manage all email, telephone and written communications and to relay information relevant personnel, when required.
- Dealing with member requests professionally and effectively.
- Thorough understanding of EZ Facility booking system.
- Setting up and maintaining the data base in relation to member details and payments.
- Setting up software for Direct Debit payments.
- Extensive knowledge, experience and understanding of all products and memberships available, in order to deal with customer queries and meet their needs.
- Developing a familiar, yet professional relationship with members, key to customer satisfaction.
- Marketing of the business, encouraging membership sales, merchandise sales, advertise membership options, health assessments and promote centre events.
- Provide clerical and administrative support to Centre coordinator.
- End of day finance reports.
- Daily stock inventory and monthly inventory reports.
- Compiling weekly centre reports.

**April 2013 - November 2014 - Treatment Manager** at The Europe Hotel & Spa, Killarney, Ireland, (5 Star Hotel Spa)

**Duties included:**

- Take full management responsibility within the Spa in the absence of the Spa Manager, acting as Duty Manager and Spa Representative as required.
  - Plan an annual calendar of events and promotions and to review success with Spa Manager
  - Conduct VIP/ Press Treatments as Senior Advanced Therapist
  - Uphold ESPA Brand Standards with Treatment Protocol.
- Conduct Internal/ Mystery Guest Audits to ensure Quality Control in line with the highest ESPA standards.
  - Conduct Therapist Technical training centered on the Yearly Training Schedule created
  - Responsible for maintaining highest standards of cleanliness, hygiene & professional presentation of therapist/ treatment rooms.
  - Controlling detailed training documents
  - Training all new therapists on product knowledge, customer journey and treatment procedures
  - Provide the update to manuals, workbooks, to ensure that all operational procedures are carried out in the prescribed manner.
  - Develop an annual training plan with spa therapists and ensure that all employees are trained and developed to meet the needs of the business.
    - Spa & Retail Sales/Stock
  - Maintaining an effective stock control system
  - Monitor the cost of product and correct usage of therapists.
  - Maximise revenue by driving the therapist team to up sell treatments and retail.
  - Drive revenue of treatments and spa programmes through effective scheduling and yield management.
  - Including month end inventory
  - Stock Rotation
  - Placing orders to par level
    - Monitor therapist retail targets
    - Provide leadership, direction and support to the therapists at the Spa to develop a highly motivated team, who can deliver high standards of service in all areas.

**Education and Qualifications:**

**2009 Total Concept Academy, Port Elizabeth**

Masters Diploma in Health and Skincare

January 2008 to December 2009 (2 Years)

Qualifications:

2-year Accreditation:

- CIDESCO Accreditation (Certificate to follow)
- SAAHSP Accreditation – Top Student Award (Certificate to follow)
- Skin Care Diploma (Total Concept Academy)
- Body Care Diploma (Total Concept Academy)
- Masters Diploma in Health & Skincare Therapy

## **Product Training:**

**November  
2014**    **ESPA**

ESPA House - Farnham

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

