

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

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