

# **Curriculum Vitae**

**Female**

**D.O.B. 01 September 1966**

**Number of years working in industry: 20 years 6 months**

**Candidate ID Number:** 15561

**Nationality:** French

**Language Skills:**

Fluent: French

**Permitted to work in:** European Union, UK - United Kingdom

**Position Sought:** Spa Director, Spa Manager

## **Personal Statement**

I am a highly experienced Leisure and Services Manager with a proven track record of success developing and managing high profile spa and leisure complexes. Able to provide high-level effective operational control to build consistently improved business performances. A strong pro-active leader, empowering staff to take ownership, providing coaching, training and mentoring

Commercially aware and results orientated with outstanding staff development and motivational skills that ensure service delivery and customer support are consistently achieved to the highest standards.

Recognised for being customer focused, with excellent relationship management skills

Seeking work in UK and France

## **Employment History:**

**August 2005 - Present - Spa Manager** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Day Spa)

### **Duties included:**

Responsible for managing a team of 65 freelance therapists in 2 exclusive London Spas

- Appointed to deliver an overview of all business / commercial aspect of the Spas
- Developed innovative marketing concepts to raise corporate profile and increase room occupancy including events such as 'pampering evening at No 10 Downing Street'
- Acknowledged expertise utilised to achieve exceptional standards at the new venue in Covent Garden
- Utilised training need analysis to identify gap areas and to implement improvements
- Acted as role model for concierge team covering duties through effective rota management
- Responsible for the day to day operations of the spa to include staff management , quality assurance, evolving customer service/problem resolution , inventory maintenance and the achievement of service goals.
- offer daily briefings to the staff
- manage rotas effectively
- recruit , develop, train and coach the staff
- promote excellent customer service
- performs appraisals and conducts staff reviews
- review and track daily , weekly , monthly product sales via reports
- responsible for the general maintenance of facility

## **Products worked with:**

Aromatherapy Associates

Jurlique

**September 2013 - October 2014 - General Manager** at First Impression from The Shield Group , London, UK - United Kingdom, (Product Company)

**Duties included:**

First Impression -The Shield Group London 2013- October 2014 (made redundant due to company re-structure)

A leading professional Front of House services provider standing alone or complementing the Shield guarding teams, £1.5 m t/o, 60 employees.

Reporting to the managing Director with full accountability of a specific division offering Front of House services to numerous and diverse clients in London focussing on developing the team of 60 corporate receptionists, client relationships and increasing the business portfolio.

- A solid background in all aspects of management including payroll, employee hiring, scheduling of staff, evaluations and training, KPI reporting, managing budgets and financial plans, assisting with sales tenders, presentations and winning new business and ultimate responsibility of customer satisfaction has enabled me to turn around a hindered division.
- Developed and implemented a performance management matrix for the staff improving efficiency within the staff and resulting in client repeat business.
- Developed and implemented a sickness monitoring process which resulted in sickness rate reduced from 25% to 5%.
- Initiated a lateness monitoring procedure increasing productivity and improving client relationships. Reduced lateness rate from 30% to 4%.
- Analysed in depth the payroll process in conjunction with accounts resulting in payment made on time.
- Introduced a bespoke uniform for the workforce creating a sense of belonging, pride and responsibility, improving company image, productivity and performance.

Eliminated the 'zero-hours' contract, used less staff and set a new pay package (fixed salary and bonus) which increased individual flexibility, motivation and loyalty and saved money for the company ( £8000 in the first 6 months

**Products worked with:**

n/a

**April 1996 - July 2005 - on board services manager** at Momentum Services , London, UK - United Kingdom, (Product Company)

**Duties included:**

- Recruiting, training and managing teams, with full line management responsibility for all personnel issues, performance management and disciplinary matters
- Managing services to ensure delivery of customer care, performance and revenue targets
- Overseeing cabin crew to ensure compliance with all company policies and practices (including health & safety, hygiene etc)
- Scheduling shifts and rosters
- Communicating and negotiating changes in working practices with trades union representatives
- Leading change projects and implementing service initiatives
- Building and developing relationships with external suppliers Euro star and Philip Stark.
- Liaising with corporate clients regarding special events (eg corporate charters etc)
- Acting as Purser on board when required (eg VIP events)
- Auditing systems and procedures as an Internal Auditor to meet International Standards Organisation (ISO) 2002.

**Education and Qualifications:**

**1992 Polytechnic of Central London**

EDUCATION

BCS Level 2 Certificate in IT User Skills

Institute of Linguists Diploma in French and French Translation

Certificates in Proficiency and Communicative Use of English as a Foreign Language

Oxford Examination in English as a Foreign Language & First Certificate in English

## **Vocational Qualifications**

management development courses including:

managing problem people

train the trainer program

facilitation

internal auditor

On board services manager development program

business proficiency in use of MS office ( Word, Excell)

## **Hobbies and Interests**

Health , fitness , photography , reading

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

