

Curriculum Vitae

Female

D.O.B. 13 May 1969

Number of years working in industry: 13 years 10 months

Candidate ID Number: 15878

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Manager

Personal Statement

I am an extremely passionate and loyal person, when I set out to succeed I try to do everything within my power to make sure that I do. I work hard and am certainly not scared of long hours. I relish in success and find that there is nothing better than seeing a team succeed it makes all my hard work and determination worth while just to see a team of smiling therapists hitting and over achieving on targets.

Seeking work in SE England and international locations

Employment History:

April 2012 - Present - Spa Manager at (most recent employer hidden for confidentiality) Botley, UK - United Kingdom, (Hotel Spa)

Duties included:

All areas of spa management, from recruitment to training as well as appraisals and risk assessments. Weekly monthly rota's, weekly KPI's. Monthly stock takes (salon & retail), weekly/monthly forecasting. Marketing I have rewritten spa menus incorporating signature treatments and spa days which I have devised. I recently took the spa through a re-branding process from DECLEOR to ELEMIS. I Planned and marketed the re-branding launch. I have built some great relationships with the third parties that advertise out spa. Built and put in place a twelve month marketing plan incorporating, treatment of the month product of the month and an exclusive members only offer.

I took this current job with a very reputable UK hotel chain only to find that I had walked into a failing spa within the group. A year ago we were ranked a pretty miserable 24 out of 25 spa's with in the chain, I am happy to report we are now ranked in the top 5. Our most recent ranking for the mystery shop experience is 2. The KPI's were a dismal £900 per weekly we are now currently achieving in excess of 2.5k-4K, retail has gone from £0 to 2k gross per monthly. I created a client journey for the therapists to follow, re-assessed their massage skills and gave 1:1 lessons where needed. I put in place a student programme working very closely with two local colleges in the area, the success of this has been measured by the fact that so far this year out of ten students eight of them have forwarded their CV's with cover letters as somewhere they would love to come and work.

Products worked with:

DECLEOR, ELEMIS, ESPA, Ayurveda Pura

Education and Qualifications:

2007 Basingstoke College of Technology

ITEC level 3

Studies for a year ITEC Massage, Anatomy & Physiology

also trained in Auricular Thermal therapy, hot stone massage, facials with masks, Indian head massage & hands free massage

1986 Basingstoke College of Technology

English, Language & Literature, Sociology

1984 Bishop Challoner RC Secondary Scholl

English Language, English Literature, Mathematics, Religious studies, Art Drama, Science at work, Geography

Product Training:

January 2013

ELEMIS

Basingstoke, Reading and London

ELEMIS: Spa therapy phase 1 (Tri-enzyme facial, visible brillance facial, modern skin facial, Pro-collagen facial) Mother to be, Frangipani wrap, Coconut and milk ritual, pro-radiance hand and nail treatment, Aromaspa, Body Sculpting.

January 2013

AYURVEDIC OILS

Basingstoke, Reading and London

Ayurvedic training in both therapies and Ayurveda Pura body specific dosha oils

Ayurvedic therapies include: Abhyanga, padabhanga, shirodhara, shiroabhyanga, pindasveda, udvartana, mukhabhyanga, pizichil, katibasti, dincharya, pristabhyanga, Vishesh

Shared Beauty Secrets: Lava Shell Relax massage

January 2013

ESPA -

Basingstoke, Reading and London

ESPA Essentials: Face and body wraps

Vocational Qualifications

I was an Executive PA for a Senior Vice President of a multi national pharmaceutical company for ten years before embarking on a career in massage.

Hobbies and Interests

After long days in the spa I love to immerse myself in the kitchen cooking for myself and husband, I particularly like to cook Indian food and find myself down at my local store talking and getting advice from the lovely lady there who always insists the cook's books are wrong! then she gives me her recipes. When the weather permits it's then out into the garden which is quite mature and presents more headaches than running a spa. I trained as a professional dancer many years ago and still like to stuff my stuff when I can especially if it involves getting my niece and nephew up to dance.

CV created at www.spastaff.com

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