

# Curriculum Vitae

**Female**

**D.O.B. 27 November 1991**

**Number of years working in industry:**

**14 years 7 months**



**Candidate ID Number:** 16344

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Consultant, Spa Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist

## Personal Statement

A confident Holistic Therapist and Spa Manager with a thorough understanding of personal care, team building and emotional hospitality within the spa industry. I am currently seeking full time employment to further develop my skills and experience.

## Employment History:

**January 2016 - Present - Spa Consultant** at (most recent employer hidden for confidentiality) Laamu Atoll, The Maldives, Maldives, (5 Star Hotel Spa)

### Duties included:

As a previous and trusted employee of Six Senses Laamu, I was invited back for a period of 3 months to assist the Spa Director in the training of the current team. I helped to create new and innovative ideas to increase sales and revenue. I worked closely with the spa team to improve their treatment procedures to adhere to current LQA standards. Along with developing promotional material with the marketing team, I joined forces with the Training team to complete Team Building exercises for the Directors, Managers and Supervisors working on the resort.

### Products worked with:

- Subtle Energies Ayurvedic Aromatherapy
- Six Senses Brand

**May 2015 - Present - Spa Manager** at 4 Leisure, RED & SAS Recruitment, The Isle of Wight, UK - United Kingdom, (Health Club)

### Duties included:

Instructing therapists in treatments and hospitality, as well as maintaining and exceeding monthly/ annual targets through Profit & Loss analysis. Reception and administrative tasks, along with participation in therapy and treatments. Every month I would attend department forecast meetings to enhance business through marketing. Arranging and guiding therapists with stock take as well as other spa co-ordination activities. Arranging promotional and marketing events to boost revenue and awareness of the business. KPI analysis on a weekly basis to follow and examine trends in the business. Completed Training in First Aid.

### Products worked with:

- Aromatherapy Associates

- Liz Earle

**November 2014 - May 2015 - Holistic Therapist** at Red and 4 Leisure Recruitment, London, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

I trained other members of staff in routines, techniques and hospitality requirements as well as providing part time services as a massage therapist. I experienced the use of Elemis, ESPA and Comfort Zone products and stepped in for occasional reception duties.

**Products worked with:**

Experiencing the use of Elemis, ESPA and Comfort Zone products

**October 2013 - November 2014 - Senior Therapist** at Six Senses Laamu Resort & Spa, The Maldives, Maldives, (5 Star Hotel Spa)

**Duties included:**

October 2013 - November 2014-Supervisor and Trainer at Six Senses Laamu Spa (Maldives)

- Training other members of staff in routines, techniques and hospitality requirements.
- Providing tours
- Working closely with spa manager and spa director
- General team leader and supervisory duties
- Reception Cover when needed
- Helping to motivate the team
- Giving and performing massages and tutorials for 30,60,90 and 120 minutes other therapists
- Trained in Balinese Massage (as per Six Senses)
- Trained in Oriental Massage ( as per Six Senses)
- Trained in Ayuverdic Muhka Chikitsa Facial using Subtle Energies Products.
- Further trained in reflexology and foot acupressure.
- Trained in all-natural product based body treatments.
- Six Senses Signature Facials
- Product knowledge in Subtle Energies brand
- Couples treatments
- First aid and Fire Emergency training
- Carrying out monthly stock take
- Administrative duties
- Customer Service
- Corresponding with other resort areas to boost Spa Revenue

**Products worked with:**

- Six Senses Products
- Subtle Energies
- Natural products such as honeys, salts, sugars, powders, fruits.

**July 2011 - October 2013 - Treatment Manager / Spa Trainer** at The Sanctuary, Covent Garden, London, UK - United Kingdom, (Day Spa)

**Duties included:**

- regularly hitting sales targets,
- increasing my knowledge with new treatments and gaining an excellent rapport with clients who recommend me to other visitors on internet blogs such as trip advisor.
- monthly stock taking of the spa, ensuring a successful handover of stock information, which then allowed us as an organization to become more resourceful.
- process staff allocation days as well as corresponding with other spas, this encourages a positive energy throughout the work place.
- I became Team Leader and Head Therapist after just one year , followed by a Duty Manager role.
- Microsoft Outlook, Word, Excel and Access, I have become extremely confident in using the Premier Spa system.

## **Products worked with:**

- aromatherapy associates
- lava shells
- la sultane de saba
- ear candles
- the sanctuary products

## **Education and Qualifications:**

### **2015 Havering College**

Certificate

Level 2 Principles of Business and Administration

### **2015 Brockenhurst College, Hampshire**

Level 2 Diploma

City & Guilds Level 2 Nutrition and Health

### **2014 Havering College**

Level 2 Certificate

as stated previously

as well as Level 2 in Business & Administration Management

### **2011 Havering College**

Level 3 BTEC National Diploma in Holistic and Complementary Therapies (Reflexology, Aromatherapy, Swedish massage, Anatomy and Physiology).

The course also included data entry and completing 200 Case Studies based on the affects of every treatment on the client.

I also have some experience in hot stones therapy, body wrapping, ear candling and Indian head massage, after taking part in short courses for these treatments within Havering College.

I am qualified in Lava Shell Massage and St Tropez Spray Tanning.

### **2008 St Edward's C of E Comprehensive**

The following are my GCSE results:

- English language A
- English literature A
- Mathematics B
- Biology B
- Chemistry B
- Physics B
- French B
- Business Communications (I.T) B
- Media Studies B
- Music B
- Religious Studies B
- Geography C

## **Product Training:**

### **April 2015 Traditional Chinese Cupping Medicine**

The College of Traditional Chinese Medicine

A day course, certifying in Traditional TCM Cupping medicine. Using glass and plastic cups to treat the body with fire suction or basic air suction.

### **November 2014 Six Senses Products**

Maldives, Laamu

the six senses products were used for their signature treatments like massages and facials.

we used natural coconut products, fruits, yoghurts, honeys, powders, salts and sugars to perform body cocooning treatments, exfoliation and detoxifying treatments.

**May 2013 la Sultane de Saba**

The Sanctuary Covent Garden

salt scrubs with lava clay body wraps

25 minute, 55 minute and 85 minute massages and facials using shea butters, natural soaps and natural morroccan oils.

**May 2012 Lava Shells**

The Sanctuary in Covent Garden

hot lava shell body treatments, 25 minutes, 55 minutes and 85 minutes.

**July 2011 Aromatherapy Associates**

Manor House, London

full body natural grain scrubs with essential oil body washes and oils

25 and 55 minute body massages with aromatherapy associates essential oils and gels

**June 2011 The Sanctuary Products**

The Sanctuary, Covent Garden

- sanctuary massages
- salt and hot sugar scrubs
- full body float treatments with body butterds and oils
- foot and leg treatments

## **Vocational Qualifications**

first aid certificate 2013, 2015 and 2016

I studied ICT at A Level for approximately 1 year. I studied A Level Biology and Physics with a long distance learning course.

## **Hobbies and Interests**

Leadership. As a member of the CTHA (Complementary Therapist Association), I participate in blogs and meetings in different venues in London to learn the most current developments of anatomy and physiology and influences on complementary therapies so I can develop the teams I work with.

Events. I really enjoy creating and organizing events in order to encourage a great business ethic and develop my social skills further.

Sport I cycle in my spare time and enjoy spinning classes as I belief health is extremely important to keeping a focused mind.

Travelling. I enjoy experiencing other cultures and diversities and have recently worked and/or travelled to the Maldives, India, Sri Lanka, Thailand and Texas.

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

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