

Curriculum Vitae

Female

D.O.B. 12 April 1982

Number of years working in industry: 20 years 1 month

Candidate ID Number: 17605

Nationality: British

Language Skills:

Fluent: English

Basic: French

Permitted to work in: UK - United Kingdom

Position Sought: Spa Manager, Treatment Manager / Spa Trainer

Personal Statement

Highly self motivated, competent and organised individual with the drive and ambition in spa management to lead and succeed. Proven track record of rapport-building, resourceful problem-solving and communication skills built up over both UK and International locations.

Complete awareness on how to develop a service culture resulting in profitability, employee retention, and high customer loyalty.

Seeking work in international locations

Employment History:

August 2011 - Present - Spa Manager at (most recent employer hidden for confidentiality) Manchester, UK - United Kingdom, (Health Club)

Duties included:

- Pre-opening development at Bannatyne Spa, Manchester, UK.
- Develop marketing strategies to maximize business growth, including spa events to maximize business growth.
- Implementation of KPI's & Operational systems including digital spa booking system and Rota
- Performance management, skills training, recruitment, inductions, disciplinarian and other competency aspects related to club personnel.
- Spa and health club financial forecasting, planning, budgeting and stock control.
- Ensuring the highest levels of client satisfaction by managing client requests, anticipating client needs and resolving client problems to a first class standard.
- Implement ongoing skills training in the area of treatments and sales to ensure outstanding service standards are being upheld.
- Develop and maintain first class, efficient and effective front desk processes and procedures.
- Over seeing spa and health club cleanliness and hygiene to a high standard.
- Regular liaise with directors and senior management.
- Oversea and assist frontof house work in health club, including reception areas to aid in ongoing business development.

Products worked with:

Elemis, leighton denny, Lycon, ABC waxing system, Bannatyne spa Collection. Dermalogica and E'spa.

September 2009 - August 2011 - Assistant Manager at Be Relax, manchester, UK - United Kingdom, (Day Spa)

Duties included:

- Operational management of an expanding spa employing eight therapists.

- Undertake recruiting, coaching and mentoring, evaluation, training and development, discipline and termination.
- Personally restructured commission and target schemes and using motivational techniques resulting in improved team morale, performance and turnover.
- Developing marketing strategies resulting in company growth.
- Produce and develop staff performance reports to actively increase performance.
- Ensuring the highest levels of client satisfaction by managing client requests, anticipating client needs and resolving client problems.
- Implement ongoing skills training in the area of treatments and sales to ensure service standards are being upheld and improved.
- Maintain, update and develop staff rota for eighteen hour days using Microsoft Excel.
- Continually improve the spa procedure manual and ensure quality compliance.
- Accurately measure inventory, place orders, stock level control and ensuring professional products needed for services are stocked and orderly.
- Implementing safety procedures and maintaining risk assessments.
- Successfully reduced absenteeism by drafting and implementing new policies.

Products worked with:

Be Relax products, Estherderm, murad

Career Break - Traveling

September 2008 - May 2009 - Holistic Therapist at Alp leisure ltd, Meribel , France, (Home/Mobile)

Duties included:

- Provided relaxing and rehabilitating massage treatments for prestigious international guest at their private chalets
- Performed detox and relaxation sessions for those guests that opted out of skiing.
- Managed own bookings, payments, transport and completed weekly reports.

August 2006 - September 2008 - Holistic Therapist at Nuffield, London, UK - United Kingdom, (Health Club)

Duties included:

- Provided quality holistic therapies for three investment bank's for high profile employees and clients.
- Treatments included: Reflexology, Indian Head Massage, Facial treatment, Aromatherapy and Deep Tissue Massage. Retailed Elemis and Espa
- Introduced reflexology at the Canary Wharf Health Club, building up a secure portfolio of clients
- Additionally promoted holistic natural health through seminars and also performed holistic treatments at charity events including cancer research.

Products worked with:

elemis

September 2006 - July 2007 - Holistic Therapist at Linda Hill: The Browns Hotel and Dukes Hotel Spa at Green park , London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Spa Therapist

- Within these luxury hotels provided treatments including: Hot Stone, Reflexology, Holistic massage and Deep Tissue and signature Holistic treatments. Retailed Aromatherapy association and Espa products.
- Managed reception including taking bookings, courteously greeted clients and produced daily financial reports.

September 2005 - September 2006 - Massage Therapist at Steiner, Bahamas, (Cruise Ship)

Duties included:

- Completed an intensive five week training course at the Steiner Academy.
- For the cruise ship client provided a variety of spa treatments; Deep Tissue Massage, Aroma Hot Stones, Seaweed wraps, Reflexology and Facials.

- Exceeded targets throughout the contract with recommendation sales of Elemis and L'Therapie products. Also covered reception duties, greeted guests and orientated spa tours.
- Within 4 months of contract promoted to Head therapist which entailed setting individual and team targets with incentives.

Products worked with:

Elemis

Education and Qualifications:

2011 White Rose Beauty Academy, Manchester, UK

ITECH & NVQ level 3

Beauty Specialist

Manicure, Pedicure, Skin Care, Waxing and Eye Lash Tinting, Eyelash extensions.

2003 Newcastle Upon Tyne, UK

Princes Trust Business Planning Course

Completed a business plan and established funding for a small business. Incorporating legal aspects, market research, marketing, sales, financial management, forecasting techniques, record keeping and health and safety.

2002 Sandyford Campus, Newcastle College, UK

IIHNT Diploma

Holistic Therapies

Advanced Massage, Aromatherapy, Reflexology, Indian Head Massage, Nutrition, Basic Counseling and Herbal Remedies.

1999 Northumberland College, Ashington

A Levels

- English Language/English Literature Combined B
- Human Biology C+
- Psychology C

1997 Berwick High School, Berwick upon Tweed

- Spoken English A
- Mathematics C
- Home Economics B
- German C
- Double Sciences A, B
- English Literature B+
- English Language C
- French D

Product Training:

November 2011 Lava Shell

York, UK

Lava Shell shared beauty secrets

Lava shell heated massage.

November 2011 Elemis

York, UK

Elemis face and Eyes

Facials for all skin types including acne and anti- ageing.

October 2011 Lycon

York, UK

Lycon Advanced Waxing

Intimate waxing.

**October
2005**

Elemis

London

Steiner/ Elemis body Certificate

Aroma Hot Stones massage, Seaweed wraps, Lomi lomi massage, Deep tissue, Detox massage.

Hobbies and Interests

Keeping up to date with health, wellbeing, beauty issues and herbal medicine; cycling, snowboarding, Muay Thai boxing and yoga for both fitness and relaxation.

CV created at www.spastaff.com

SPA STAFF.COM
