

Curriculum Vitae

Female

D.O.B. 10 December 1986



Number of years working in industry:

4 years 5 months

Candidate ID Number: 187770

Nationality: British, Romanian

Language Skills:

Good: English

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

Position Sought: Spa Director, Spa Manager, Assistant Manager

Personal Statement

Dynamic Spa Manager with over 2 years of experience in leading spa operations and enhancing client satisfaction. Proven expertise in managing diverse teams, developing marketing strategies, and utilising software such as Adaco and Phorest for streamlined operations. Successfully increased client retention by delivering personalized treatments and maintaining exceptional service standards. Dedicated to promoting wellness and creating memorable experiences for guests, positioning to drive growth and exceed expectations in a high-quality spa environment.

Seeking work in national and international locations

Employment History:

August 2024 - Present - Spa Manager at (most recent employer hidden for confidentiality) London , (Health Club)

Duties included:

- Oversee daily spa operations, guaranteeing a high standard of service and client satisfaction.
- Manage inventory, liaise with vendors, and ensure meticulous stock record maintenance.
- Develop and implement innovative marketing strategies, including promotional offers and integrated wellness packages with the health club.
- Lead and inspire a team of therapists, establishing performance targets and conducting ongoing training sessions.
- Administer payroll, create staff rotas, and handle administrative responsibilities.
- Utilise Adaco and Phorest software to optimise spa management and client bookings

Products worked with:

Elemis

Temple Spa

Dermalogica

December 2022 - August 2024 - Head Therapist & Duty Manager at Kensington Health Club and Spa, UK, (5 Star Hotel Spa)

Duties included:

- Delivered a comprehensive range of facial and body treatments, ensuring tailored care for each client.
- Conducted thorough client consultations, evaluating skin conditions and recommending suitable treatments.
- Maintained impeccable cleanliness and sterilisation of treatment rooms and equipment.
- Provided aftercare guidance and product recommendations to enhance clients' treatment experience.
- Assisted in the coordination of spa events and workshops to promote services and products.

Products worked with:

n/a

September 2021 - December 2022 - Spa Therapist & Temple Spa Trainer at Imagine Health and Spa Kensington, UK, (5 Star Hotel Spa)

Duties included:

- Administered an array of beauty treatments, including facials, massages, and brow services.
- Trained new therapists in Temple Spa products and treatment protocols, ensuring high standards of therapy.
- Assisted in managing spa operations to deliver a seamless client experience.

Products worked with:

n/a

Education and Qualifications:

2025 Spa Education Academy

Diploma

Level 4 Diploma, Spa Management

Level 5, Clinical Reflexology

Level 3 Diploma, Beauty Therapy

2021 Harrow College

Product Training:

March 2023

Elemis Biotec 2.0 In-House Temple Spa Trainer

House of Elemis Farringdon-London

Advance and prescriptive facials

Body treatments:Body scrub,body massages ,body wrapping

Vocational Qualifications

Bachelor Degree in Public Relations

CV created at www.spastaff.com