

Curriculum Vitae

Female

D.O.B. 05 January 1987

Number of years working in industry: 5 years 9 months

Candidate ID Number: 18821

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Massage Therapist, Holistic Therapist, Complementary Therapist

Personal Statement

Seeking to UK, USA, International Locations and Cruise Ships

Employment History:

May 2012 - November 2013 - Receptionist at (most recent employer hidden for confidentiality) Edinburgh, UK - United Kingdom, (Day Spa)

Duties included:

My main job role was Receptionist but I also carried out treatments as a Spa Therapist when required. At reception my main duties were to deal with customer bookings and queries. Diary management was a key role where I used my organization skills and time management to ensure an efficiently run salon. When dealing with the public I had to reflect the high standards of the spa and provide top class customer service. I promoted the salon and its treatments and products, up-selled, cross promoted, and recommended wherever possible all in aid of the client.

Other front of house duties included emailing, invoicing and communicating with our suppliers and partners. I carried out regular stock checks and was in charge of placing orders when necessary. I would assist in inputting the staff rota's once checked by my line manager. I would also carry out banking in the absence of the manager.

As a therapist I would carry out various treatments using Elemis and REN products. It was also important that I gave my clients home care advice and recommended further treatments and/or products to purchase in-store that would benefit them.

Products worked with:

- Elemis
- REN

June 2011 - April 2012 - Spa Consultant at Steiner, New Orleans, (Cruise Ship)

Duties included:

As a Spa Therapist it was duty to promote the on board spa to the guests travelling on the ship. I was responsible for ensuring I had a full column and was kept busy in the spa. I would often encourage clients to upgrade their treatments to enhance their experience and also the salon revenue. A thorough consultation with the client before treatment helped me to understand their needs and I could therefore give the best treatment I could offer them at the time and also recommend home care products to purchase from our onboard spa shop. I had daily and weekly targets I had to achieve set by my spa manager and found that up-selling, re-booking, recommending and cross promoting helped in achieving targets.

Housekeeping was vital as I was responsible for keeping my treatment room clean and would carry out deep cleaning on a weekly basis.

Products worked with:

- Elemis

August 2007 - January 2011 - Membership Sales Professional/Receptionist at David Lloyd Leisure, Edinburgh, UK - United Kingdom, (Health Club)

Duties included:

I started working at David Lloyd as a Receptionist where I would carry out an array of front of house duties such as welcoming members and visitors to the club and administer class booking systems and processing membership payments.

After two years at the company I moved to the Sales department where I used my customer service skills and advance knowledge of the company to promote it's facilities to potential members. I went through an intensive inhouse sales and marketing course which taught me alot about being able to sell and promote. This was a target driven job role and I enjoyed the challenge and excitement of hitting targets and being rewarded for my work.

Education and Qualifications:

2009 Napier University

BSc Complementary Therapies (Aromatherapy)

2007 Central College of Commerce

HND Sports Therapy

Product Training:

June 2011 Elemis

Steiner Academy, London

Elemis face and body:-

- lime and ginger body scrub
- hot stone therapy
- thai bundal massage
- bamboo massage
- sea weed wraps
- cellulite and colon therapy
- pro collagen facial
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