

# Curriculum Vitae

**Female**

**D.O.B. 20 June 1989**

**Number of years working in industry:**

**14 years 0 months**



**Candidate ID Number:** 18941

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom, UAE - United Arab Emirates

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager

## Personal Statement

I have 9 years' experience in the Spa and Beauty Industry, and I am now looking for a new challenge; somewhere that I can stay long term and really work hard to develop both my career and experience. It is important for me to be part of a Company where I can showcase my skills and take them onto the next level.

I look forward to hearing from you in due course, and I thank you very much for taking the time to consider my CV.

## Employment History:

**September 2014 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

### Duties included:

- Consistently offer professional, friendly and engaging service
- Direct and lead the day to day Spa operation ensuring all standards are followed
- Prepare annual budgets for all departments within the Spa; ensuring productivity and expense controls are followed to maximize revenue opportunities
- Promote and sell customized Spa programs to conference groups and individuals
- Work with Hotel Sales and Marketing departments
- Maintain thorough knowledge of competitors; including location, product offering, pricing, promotion and sales techniques
- Create and lead the implementation of 12-month marketing plan
- Submit monthly report requirements; including business reports and treatment audits
- Ensure team members are familiar with all areas of the Spa operation, including product knowledge and retail sales
- Assist in the recruitment, development and training of all leaders and support staff
- Balance operational, administrative and Colleague needs
- Follow departmental policies and procedures
- Follow all safety and sanitation policies
- Other duties as assigned

### Products worked with:

AA

KFI

EVE LOM

Refinery

Elemis

OPI

### **Career Break - Traveling**

**December 2012 - June 2014 - Spa Manager** at The Ajman Palace, Ajman, UAE - United Arab Emirates, (5 Star Hotel Spa)

#### **Duties included:**

- Compile and implement SOP's for the department
- Hire, train and develop employees
- Assist staff with Lobster Ink Training
- Maximizing customer satisfaction utilizing "Anticipating guest needs" training
- Forecast Spa and Recreation revenues (Budget set before I arrived)
- Maximizing revenues / profits by promotions and in-house activities
- Assist Sales and Marketing with promotions and rates
- Implementing standardized Spa Menu

#### **Products worked with:**

Elemis

OPI

**November 2011 - December 2013 - Spa Manager** at Steiner, MS Nieuw Amsterdam, (Cruise Ship)

#### **Duties included:**

- Overseeing the operations and revenue targets of the Spa, Salon, Acupuncture and Fitness
- On a daily basis, reporting to head office shore-side and senior management onboard regarding revenue for services and retail
- Scheduled all activities, programs and services to ensure that business goals and profit objectives were reached
- Dealt with guest complaints, concerns and suggestions
- Followed and maintained all corporate policies and procedures at all times
- Supervised, mentored and trained my staff to assist in their career development and to ensure exceptional guest experiences/revenue goals were achieved
- Plan and conduct quarterly inventories

#### **Products worked with:**

Elemis

La Therapy

Bliss

### **Education and Qualifications:**

#### **2010 West Suffolk College Stowmarket High School**

NVQ2 Hairdressing NVQ2 Beauty Therapy NVQ3 Beauty Therapy Diploma Level 3 Swedish massage Diploma in Non-Medical Nutrition, Aromatherapy, Reflexology, Anatomy & Physiology

Spa and Recreation Manager

Spa, Salon and Fitness Manager

Head Therapist

Elemis Specialist and Also Head Therapist/Assistant Manager

Mobile Beauty Therapist

Tooth Fairy )

Brazilian Waxing )

Ear Piercing )

Body Contour Wrap )

Threading )

Hopi Ear Candles

### **2009 West Suffolk College**

NVQ2 Hairdressing

NVQ2 Beauty Therapy

NVQ3 Beauty Therapy

Diploma Level 3 Swedish massage

Diploma in Non-Medical Nutrition, Aromatherapy, Reflexology, Anatomy & Physiology

### **2005 Stowmarket High School**

GCSEs:

Maths C

Art C

English C & D

Science C

Child Development B

Food and Nutrition C

Spanish D

### **Product Training:**

#### **September 2011 Elemis, La Therapie**

Steiner Leisure- London

Elemis Face and Body Treatments and Product knowledge

La Therapie- Skin Care and Facial

### **Vocational Qualifications**

Management Course (3 weeks) Certificate with Steiner

First Aid & Resuscitation

IT/Computer Skills

Leadership

Customer Service

### **Hobbies and Interests**

Travelling, Cooking and reading

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