

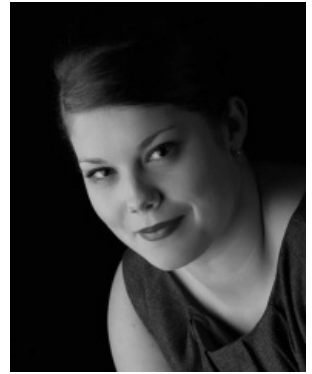
Curriculum Vitae

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

