

Curriculum Vitae

Female

D.O.B. 08 October 1963

Number of years working in industry:

17 years 0 months



Candidate ID Number: 19554

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Manager, Treatment Manager / Spa Trainer

Personal Statement

My present life goal is to work as a Spa Director and gain further International Recognition.

I am an inspiration leader, gained through academic qualifications both in England, Europe and the Caribbean, I ran my own business which I then sold to pursue a dream of professionally sailing. I then came back into the spa industry within Spa Hotels and gained 2 pre-opening and then worked as a Spa Consultant overseas.

I believe kind words and positive praise is Universal.

Seeking to work in the UK and International Locations

Employment History:

February 2013 - February 2014 - Spa Manager at (most recent employer hidden for confidentiality) Riyadh,, Saudi Arabia, (Day Spa)

Duties included:

Manager/Spa Supervisor

Invitation/Visa - From the Princess of Riyadh, Saudia Arabia.

Female Clientelle Only: Private, Exclusive

Career Break - Training - industry-related

February 2012 - February 2012 - Sales Promoter at leading International Company, Majorca, Spain, (5 Star Hotel Spa)

Duties included:

Sales Promoter for a leading International Company, focusing on being a key high performer to ensure revenue goals were met or exceeded.

Career Break - Traveling

February 2010 - February 2010 - Spa Consultant at Tapestry, Kalkan, Turkey, (5 Star Hotel Spa)

Duties included:

I liaised between the 4 hotels to cross-promote the services, 2 of the Hotels having luxurious Spas. Responsible for managing and supervising all areas of the Spa, to organise and improve overall performances of the existing team of managers and staff, re-setting standards in keeping with these Luxurious Hotel(s). Leasing with the Hotel Manager and Owner.

1st SPA HOTEL - This Spa has had a total refurbishment, 14 treatment rooms, couples rooms, VIP room, a heated indoor pool with a sun terrace, Sauna, two steam rooms, a waterfall cave, Hamam, Fitness room, Vitamin Bar, reception and relaxation area.

2nd SPA HOTEL - 4 treatment rooms, Jacuzzi, sauna, Hamam, reception relaxation area.

My initial role was that of communication, to translate all my prepared written literature into Turkish as most of the staff spoke very little English (I created this to help with communications between Turkish staff and English speaking guests)

I created a Tailor made step by step instruction record card/contraindication (using creativity and imagination one of many)

Rules & Regulations, Health and safety

Create a data base and explain the importance of keeping a record of the guests

Retraining with regard to treatments

Meet and greet the client/ professionalism/diplomacy

I gave staff appraisals and explained the relevance, re-establishing relationships between managers and the staff, (teaching managers how to effectively manage their existing teams) discussed bonuses, incentives, setting targets, motivation tools, team dynamics, retail and targets.

Recruiting new staff (what to look for) and the importance of staff retention and staff accountability

Discussed the importance of liaising with guests

Discussed creating new menu's/brochures

Marketing, promotion and looked at ways of marketing outside of the hotel

I also created outside luxurious treatment rooms.

Career Break - Job hunting

February 2009 - February 2009 - Spa Manager at CAPO BAY HOTEL, AYIA NAPA, Cyprus, (5 Star Hotel Spa)

Duties included:

Selected for this position because of the experience I was able to bring to this role to support the opening of this elegant and luxurious hotel.

The Spa consists of 6 treatment rooms, duo-rooms, hydrotherapy area, Vichy shower room

15 metres heated indoor swimming pool and whirlpool, Hamman, Sauna, Steam Bath, Sanarium, Turkish Bath, Jacuzzi, and a fully equipped Gym, locker rooms, relaxation area and Reception. .

Created menu's/brochures

Created additional treatment menu's into the Spa menu that I had created in my own business in England then trained the therapist(s) in the treatments

Responsible for operations of the entire spa fitness and guest interaction.

Cross promoted other services in the hotel to combine with treatment(s) in the Spa e.g. wedding planner, hairdressing salon, etc.

Researching, new product ranges to remain competitive in the market.

Monitoring performance of staff training and appraisal of team.

Influential VIP client(s) I was personally responsible for performing the treatments due to my experience and skills, excellent PR for the hotel to promote the new Spa

Clientele: Cypriot, Greek, Lebanese, German, Russian, French, Swedish, Dutch and English

Products worked with:

Payot Face/body treatments

Sothys

Computer Softwear Appointment System - Salon Solution

Career Break - Traveling

February 1994 - February 2007 - Spa Director at The Caring Touch Health & Beauty, Doncaster South Yorkshire, UK - United Kingdom, (High Street Salon)

Duties included:

I project managed the premises and created a unique establishment. After 13 years, I sold a very lucrative business, the goodwill (with a clientele base from 0 to over of 2000 clients) fixtures and fittings and premises.

Management

Managed all aspects of running the business

P & L maximized profitability and minimized loss

Business focused and driven accustomed to targets, able to drive treatments and revenue forward.

Staff

Selection, recruitment and retention of staff.

Setting KPI's to meet the business needs.

Motivating team to deliver monthly sales budgets.

Instilling teamwork across the staff team.

Business Promotion

Listened to the customers needs to translate ideas into generating new business, as well as appealing to different markets.

Plan and organized ongoing advertising campaigns and promotions.

Received a visit from the Mayor of Doncaster in support of our continued success, I ~planned and organized the whole events of the day.

Active member of The Chamber of Commerce.

Networked with other local businesses.

Voted one of the top 80 Spa's In England

Products worked with:

ELEMIS (TECHNIQUES OF FACIAL & BODY TREATMENTS)

SOTHYS ~ (FACIAL & BODY TRAINING)

SUSAN MOLYNEUX ~ (FACE, BODY & MAKEUP)

MD FORMULATIONS (CERTIFICATE OF EXCELLENCE)

REFLEXOLOGY - IHHHT (INTERNATIONAL INSTITUTE OF HEALTH & HOLISTIC THERAPIES)

TH STONE MASSAGE THERAPY ~ VTCT

NAILTIQUES SPECIALIST ~ (MANICURE PRODUCT KNOWLEDGE & DIAGNOSIS)

NAIL EXTENSIONS ~ FIBREGLASS GLAZING

SUDO TAN ~ (CERTIFICATE IN TROPICAL TAN)

STAR NAILS SPANGLES NAIL ART

July 1992 - March 1994 - Beauty Therapist at Pink Orchid Hair & Beauty Salon, Doncaster South Yorkshire, UK - United Kingdom, (High Street Salon)

Duties included:

Beauty Therapist/Receptionist/Cleaner.

As I was the newest member of this established team and building up my own clientele base, the owner was delighted when I built a strong customer base, primarily I worked on the reception and much of the cleaning was performed by myself. The owner was padantic with attention to detail and cleanliness, this was an excellent foundation/platform for myself I feel.

Duties performed Manicures/Waxing/Massage/Facials/Eyelash tinting/Body Wraps/Tanning treatments/Nail Extensions

Products worked with:

GUINOT

DECLEOR

STAR NAILS

February 1991 - July 1992 - Beauty Therapist at The Dome Hair & Beauty Salon, Doncaster South Yorkshire, UK - United Kingdom, (Health Club)

Duties included:

Beauty Therapist/Receptionist I worked on a voulantary basis whilst I was job hunting and stayed until I found suitable employment in a Beauty Salon.

Duties performed Manicures/Waxing/Massage/Facials/Eyelash tinting

Education and Qualifications:

1987 North Lindsey College of Technology, Scunthorpe. Lincolnshire

City & Guilds Beauty Therapy 2 Years Full- Time Education

SALON MANAGEMENT

SWEDISH MASSAGE

SPA TREATMENTS/WET ROOM TREATMENTS

FACIAL TREATMENTS

ELECTRICAL EPILATION

SCIENCE & ANATOMY

COURSEWORK

SPECIALISED MAKEUP (INC: BRIDAL MAKE-UP)

WAXING/MANICURE/PEDICURES/EYELASH/BROW TINTING

LINDA MEREDITH SCHOOL OF MAKEUP CERTIFICATE

AROMATHERAPY ~ TRAMICHE DIPLOMA

SJAB ~ FIRST AID AT WORK

1981 Doncaster College of Further Education, South Yorkshire

City & Guilds BEC Business Management & Secretarial

BUSINESS MANAGEMENT & SECRETARIAL

1980 Rossington Comprehensive School, Doncaster, South Yorkshire

GCSEs:

Mathematics, English, Science, Rural Studies, Religious Education, History and Needlework.

O-Levels:Religious Education, History

RSA Typewriting

Product Training:

May 2009	PAYOT AYIA NAPA CYPRUS PAYOT SPA ~FACE& BODY TREATMENTS SPECIFICALLY DESIGNED FOR SPA (INC. SPECIALISED FACIALS, BODY WRAPS, BODY SCRUBS, MALE TREATMENTS FACE & BODY)
May 2009	SOTHYS AYIA NAPA CYPRUS ORIENTAL HOT STONE THERAPY & HANAKASUMI - RELAXING RITUALS INSPIRED FROM JAPAN
February 2008	SPECIALISED MASSAGE TECHNIQUES Barbados West Indies Caribbean ADVANCED MASSAGE TECHNIQUES, INCLUDED LOMI LOMI AND SPORTS MASSAGE, & SPECIALISED IN MALE MASSAGE I paid for this one on one training
February 2005	STAR NAILS Doncaster South Yorkshire STAR NAILS SPANGLES NAIL ART
September 2004	TH STONE MASSAGE THERAPY Harrow London TH STONE MASSAGE THERAPY (Hot Stone Massage Therapy)
July 2003	SUDO TROPICAL TAN Doncaster South Yorkshire SUDO CERTIFICATE IN TROPICAL TAN, I paid for this training when I purchased the spray tanning booth
June 2000	REFLEXOLOGY Retford International College Old Hall Drive Retford REFLEXOLOGY - IIHHT CERTIFICATE, I paid for the training
February 1999	 DONCASTER sOUT yORKSHIRE NAILTIQUES, specialised hand treatments, I paid for the training
September 1998	SOTHYS London SOTHYS FACIAL & BODY TREATMENTS, I paid for the training
August 1995	MD FORMULATIONS Harrow London Anti-aging glycolic treatments, I paid for the training
July 1994	ELEMIS Uxbridge Road Harrow London HA3 6DQ ELEMIS EXOTIC FACE AND BODY TREATMENTS, I paid for the training
May 1994	STAR NAILS Doncaster South Yorkshire ~ STAR NAILS FIBREGLASS/SILK NAIL EXTENSIONS

**March
1994**

DECLEOR

17-19 Garway Rd London

DECLEOR AROMATHERAPY FACE AND BODY TREATMENTS AND TANNING TREATMENT

April 1993 GUINOT

51b High Street Ascot

Guinot Hydradermie Face and Body Electrical Treatments also Body Tanning Treatment

**February
1989**

BACKSCRATCHERS ~ FIBREGLASS GLAZING & NAIL EXTENSIONS CERTIFICATE

Doncaster South Yorkshire (Private Trainier)

This was a one on one training course which I personally paid for in Doncaster, South Yorkshire

Vocational Qualifications

RYA SAILING CERTIFICATE

2009 ~ CYPRUS ~ COMPUTER SOFTWARE APPOINTMENT SYSTEM - SALON SOLUTION

2013 November ~ Level 2 Award in Food Safety in Catering City & Guilds

(In a Day Spa this now gives myself an understanding when administering/handling food)

2014 January ~ Emergency First Aid at Work City & Guilds (Updated)

2014 January ~ Health & Safety in the Work Place City & Guilds

Hobbies and Interests

During the 13 years I had my own business I purchased a boat, I then sailed from Spain across the Atlantic in a 45 Ft Yacht as part of a crew to Tobago. As a result of experience and miles gained I was part of a team looking after yachts in Grenada when we prepared ourselves and were hit by hurricane Emily.

My passion is sailing and meeting and gaining experience from other cultures.

Reading, internet,Crafts, Cycling, Watersports, Learning through experience about other cultures

CV created at www.spastaff.com

