

Curriculum Vitae

Female

D.O.B. 01 August 1984

Number of years working in industry: 19 years 10 months

Candidate ID Number: 20208

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Assistant Manager, Receptionist

Personal Statement

I am hard working and trustworthy. I adapt quickly to new situations. Customer Care is my strongest asset. I want to work outside of the UK, and be a manager in a high calibre spa. I have a lot to offer, and believe I am a positive addition to a Spa Team.

Seeking to work in the USA, Philippines and Cruise Ships

Employment History:

April 2013 - Present - Front of House Manager at (most recent employer hidden for confidentiality) Cheltenham, UK - United Kingdom, (High Street Salon)

Duties included:

My duties at the salon involve checking in and out all client's and taking care of all their bills. I also am in charge of ordering all stock required for the salon, retail and supplies needed for the salon to run effectively. I balance the takings at the end of every day. I open up and shut down the salon everyday. I also schedule all meetings and appraisal's for the team. I am also in charge of making all the booking's for a team of 14 and ensuring the day runs smoothly in a very busy salon. I also deal with any/all client complaints.

Products worked with:

Recently Sebastian, Wella and Nioxin, Kera-Straight and Angelic Nails.

April 2011 - April 2012 - Assistant Manager at Steiner, Queen Elizabeth Cruise Ship, (Cruise Ship)

Duties included:

My duties on board Queen Elizabeth in the Royal Spa, was to ensure the smooth running of all treatments and bookings, as well as maintaining our Bath House (spa pool, steam, sauna and changing facilities). I was also the one balancing the takings at the end of every day. I dealt with guest complaints/ queries. I scheduled the Rota for the spa staff (a team of 20). I gave training to the team, anything from guest care, to understanding their contracts and the importance of team work.

Products worked with:

Elemis, Steiner.

April 2011 - April 2011 - Receptionist at Steiner, Arcadia Cruise Ship, (Cruise Ship)

Duties included:

I was in charge of the smooth running of and organization of a busy spa, with a team of 18.

Products worked with:

Elemis

April 2009 - April 2010 - Assistant Manager at On Board Spa Company, Wind Surf Cruise Ship, (Cruise Ship)

Duties included:

I assisted the Spa manager in the operation of a small vessel, with a team of 6, assisting in work schedules, stock control and the general cleanliness of the spa.

Products worked with:

Elemis

April 2008 - April 2010 - Spa Manager at On Board Spa Company, Minerva Cruise Ship, (Cruise Ship)

Duties included:

I was managing a spa team in the smooth running of a busy spa on a 350 passenger ship. I have been responsible for all the administration and the practical running of the spa requirements. This has included maintaining guest records, stock control, cleanliness, and training of staff and ensuring availability of staff to guest needs. Alongside my managerial responsibilities, I maintained a busy working column.

Products worked with:

Thalgo, Guinot.

April 2008 - April 2008 - Assistant Manager at On Board Spa Company, Ocean Village 2 Cruise Ship, (Cruise Ship)

Duties included:

Assisted the manager in the maintenance and running of a very busy spa, which included a team of 16. The ships passenger capacity of 1800 kept the spa busy at all times, making organisation key.

Products worked with:

Thalgo, Guinot, G-Form.

April 2007 - April 2008 - Massage Therapist at Per Aquum, Full Moon Resort, Maldives, (5 Star Hotel Spa)

Duties included:

I worked as a massage therapist, and maintained a busy column where guest care was a priority. Meeting and greeting of every guest and making them feel at ease was essential, along with an all important consultation to ensure the correct treatment was given.

April 2005 - April 2007 - Massage Therapist at Harding Brother's Spa, Minerva 2 Cruise Ship, (Cruise Ship)

Duties included:

Whilst maintaining a busy working column on board the ship, I also gained training at the academy based in Southampton on Hot Stone Massage, Poultice Therapy, Seaweed and Mud Wraps and Thalgo Facials.

Products worked with:

Guinot, Thalgo, Absolute Aromas.

April 2004 - April 2005 - Massage Therapist at C-Side Spa, Cowley Manor, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

I achieved an excellent understanding of the importance of Guest Care and an essential need for individual consultation.

Products worked with:

C Side had their own brand of products that we used.

Education and Qualifications:**2010 On Board Spa Company**

Cruise Ship Training Management Training

2004 Glosca College

Diploma in Holistic Therapies

2002 Bishops Cleeve School

A Level in Health and Social Care-D GCSE- English B/C, Maths-E, Science D/D, Food Technology A*, Geography D, History D

Product Training:**June 2013 Elemis**

On board the Cruise Ship About Elemis products and Elemis Treatments that we offered.

Vocational Qualifications

First Aid Training. Fire Fighting. Crowd Management.

Hobbies and Interests

Gym, Music, Theatres, Watersports, Learning new cultures.

CV created at www.spastaff.com

