

Curriculum Vitae

Female

D.O.B. 09 July 1978

Number of years working in industry: 8 years 5 months

Candidate ID Number: 20291

Nationality: British

Language Skills:

Fluent: English

Basic: French

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director

Personal Statement

I am a highly self motivated, energetic individual who enjoys life to the fullest and cherishes the experiences I have had with different cultures. I have a huge passion for the spa industry and the way it has evolved over the last ten years. I thrive in a five star environment as I am a stickler for standards and believe clients and therapists deserve the very best environments and treatment delivery. My speciality is driving retail sales with a firm belief that recommendation rather than selling is an integral part of any spa treatment to gain the full benefits so training and coaching my teams is always key.

Seeking to work in the UK, Hong Kong and the UAE

Employment History:

June 2009 - June 2013 - Spa Director at (most recent employer hidden for confidentiality) ., Hong Kong, (5 Star Hotel Spa)

Duties included:

- Pre opening work
- Established FFE / SOE / Consumables
- Established Critical Path
- Recruitment of team members
- Team member training
- Menu design / product selection
- Spa software selection and training
- Team member appraisals
- Marketing / PR
- Budget setting
- Financial responsibilities
- SOP development and training

Products worked with:

Elemental Herbology, Anne Semonin, Somme Institute, Aromatherapy Associates, OPI

Career Break - Time with family after being overseas for 12 years and traveling

June 2008 - June 2009 - Spa Director at Four Seasons Hotel , Macau SAR China, Macau, (5 Star Hotel Spa)

Duties included:

Pre Opening Role

- Established FFE / SOE / Cons Lists
- Established and worked to critical path
- Established SPA / Fitness teams
- Established SOP / Policies and Procedures manuals in line with Four Seasons brand standards
- Arranged cross training and pre-opening task force
- Responsible for SPA, gym and pool operations
- Marketing / PR
- Budgeting / financial control
- Menu design / signature treatment design / product house selection
- Selection and implementation of Spasoft system
- Worked with construction teams and designers

Products worked with:

Natura Bisse, Aromatherapy Associates, OPI

January 2005 - July 2007 - Spa Director at IHG - Intercontinental Hotels Group, Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

Duties included:

Pre Opening Role

- Established FFE / SOE / Consumables List
- Established and worked to critical path
- Established partnership with external hair salon
- Established SPA / Fitness teams
- Established SOP / Policies and Procedures manuals in line with IHG brand standards
- Responsible for SPA operations
- Marketing / PR
- Budgeting / Financial Control
- Menu design / Signature treatment design with Arabian sense of place / product house selection
- Worked with construction teams and designers
- Implementation of spasoft system

Products worked with:

Natura Bisse, Just Pure, Shiffa

January 2004 - December 2004 - Spa Manager at Sopwell House Hotel Country Club and SPA Hotel, St Albans, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

I was employed here on a cover basis for a manager that was on injury leave and ended up being hire Full Time

- Responsible for SPA, Fitness, Pool and Membership
- Oversaw membership database of 1,300+
- Arranged member thank you events and as promotion for spa
- Responsible for therapist team / treatment quality and retail sales drive
- Responsible for treatment yield in very busy operation
- Treatment and product house promotions
- Staff incentives
- Duty Manager roles for hotel

Products worked with:

E'SPA, Clarins, Jessica

Education and Qualifications:

1998 Champneys College of Health and Beauty

CIBTAC / CIDESCO

Beauty Therapist

1996 Arnold School

GCSE - Maths C / English C / Biology B / Physics B / IT B / History C / Chemistry B / Geography C

A Levels

Business Studies - B

Biology - C

French - C

Product Training:

August 2000

Trained in and performed treatments in a therapist capacity with the following product houses: Clarins / Decleor / Aromatherapy Associates / E'spa / Elemis / Thalgo / Guinot. I was a trained and specialist in Thalgo treatments at Champneys Health Reso

Champneys College of Health and Beauty

Thalgo Marine based treatments

Guinot face machine treatments

Aromatherapy Associates Arom treatments

Decleor face and body

Clarins face and body

Jessica and OPI nails

Vocational Qualifications

First AID

Cornell - Finance Course

IT

Hobbies and Interests

Yoga / Running / GYM / Boxing / Hiking

CV created at www.spastaff.com

SPA STAFF.COM

