

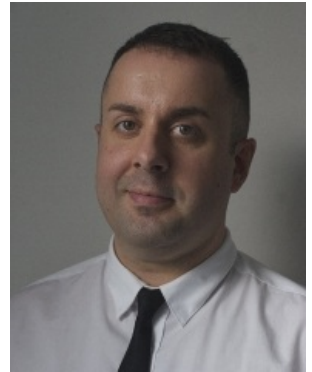
Curriculum Vitae

Male

D.O.B. 30 March 1974

Number of years working in industry:

29 years 9 months



Candidate ID Number: 20881

Nationality: British

Language Skills:

Fluent: English

Basic: German, French

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Salon Manager

Personal Statement

I am a highly experienced spa and salon manager. Having run several extremely busy, top end salons, and luxury Spas, including 2 new salon/spa openings, I have an extensive range of skills covering all aspects of managing and promoting a busy organisation. My primary focus is to increase turnover through excellent customer service for every guest, driving retail and service recommendations through regularly coaching my team and effective PR and marketing. I am committed and passionate about my role.

Seeking to work in the UK

Employment History:

April 2012 - Present - Spa Manager at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (High Street Salon)

Duties included:

All day to day management of the salon and spa, managing 7 websites, online store and mobile App.

Manager - Anesis Salon, Spa & Clinic - December 2013 - present

PR & Marketing Manager - April 2012 - February 2013 (and part time 1 day a week thereafter)

Products worked with:

Elemis, L'Oreal, Shu Uemura, Crystal Clear, Anesis Skin

February 2013 - December 2013 - Spa Manager at Adamina Spa, Kensington, UK - United Kingdom, (Day Spa)

Duties included:

All daily operational duties to ensure smooth and efficient running of the spa with a team of 11. Including monthly accounting, recruitment, human resources, social media, ensuring all parts of the spa were spotlessly clean and in good working order at all times, payroll, stock control, PR & marketing. Coaching staff to achieve sales and retail targets on a daily basis.

Products worked with:

Comfort Zone

February 2009 - April 2012 - Salon Manager at Compton Hair & Beauty, Covent Garden / Barbican, UK - United Kingdom, (High Street Salon)

Duties included:

All aspects of salon organisation and operation with a team of 22 over 2 sites. Including marketing, PR and human resources, stock control and social media. Multi brand salons in a high footfall areas resulting in 40% of overall income from retail sales. Achieving ongoing growth in retail and service revenues.

Products worked with:

Kerastase, Dermalogica, Pureology, Fudge, American Crew, L'Oreal, Redken, Ilci, Eternity Liss

January 2008 - January 2009 - Spa Manager at Amra Aveda Lifestyle Salon & Spa, Chelsea, UK - United Kingdom, (High Street Salon)

Duties included:

All day to day spa and salon organisation with a team of 12. PR & Marketing and human resources. Finishing touch, Bridal and full make-up services for guests.

Products worked with:

Aveda

April 1996 - January 2008 - Salon Manager at Toni&Guy, Regent Street, UK - United Kingdom, (High Street Salon)

Duties included:

All day to day running and organisation of a team of 47 with a turnover of £1.5 million+. Stock control, training staff and other managers in stock control protocols. All aspects of the business side of running the salon, profit and loss accounts, reducing overheads and striving to reach overall KPIs by breaking them down into individual targets for staff and daily monitoring, coaching and communicating with staff regarding their performance.

Products worked with:

Label M, TIGI, L'Oreal

Education and Qualifications:

2004 L'Oreal Academy, Hammersmith

12 day L'Oreal Salon Management Course

1993 Exeter College

Business Studies – A

Accounting, English Literature - D

1990 St Thomas High School

GCSE

English Literature, Science – A

Business Studies, World Studies, German – B

Maths, Information Technology, Statistics – C

Hobbies and Interests

Reading, cinema, cooking, pottery, socialising.

