

# Curriculum Vitae

Female

**Number of years working in industry:**

**14 years 11 months**



**Candidate ID Number:** 21361

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom, UAE - United Arab Emirates

**Position Sought:** Spa Manager, Assistant Manager, Treatment Manager / Spa Trainer

## Personal Statement

During the time I have been an Assistant Spa manager I have taken every opportunity to help develop my skill set and improve the service that I provide to both guests and my employees. I am now seeking a new and exciting opportunity to progress my career further within this growing industry.

I enjoy the challenges presented enjoy working to achieve goals and targets. I am a professional, outgoing person who takes pride in my work and achievements. I work well within a team and I have proven to deal with responsibility exceptionally well

Key skills and attributes

- Sales and revenue focussed
- Management of multicultural team managing the therapists, receptionists and spa attendants.
- Training of development of staff
- Marketing strategically to improve revenue increase year-end revenue by \$100,000.

## Employment History:

**February 2015 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Soneva Fushi - Maldives, Maldives, (5 Star Hotel Spa)

### Duties included:

Current Position:

Spa Manager for Six Senses Spa Soneva Fushi Resort, Maldives

Duration: June 2016 - Present day

Responsibilities included:

- Managed a multicultural team of 14, which consisted of Therapists, Receptions, Spa Attendants, Supervisors and also Visiting Practitioners rotating on a monthly basis.
- Generated over 1 million US dollars in revenue during my year as Assistant Spa manager increasing the previous year figure by 100,000 US Dollars.
- Increase overall spa retail revenue by 13% for the year.
- Increase average treatment price by 45 US Dollars per treatment.
- Worked alongside the finance team and Area spa director to prepared annual budget and participated in monthly reviews with Finance Team.
- Enhanced and developed Spa menu to maximize profits, added new offers to spa menu to increase revenue streams for the spa.
- Processed orders for all spa supplies and equipment

- Monitored purchasing of all non-revenue supplies evaluating these and effectively reduced the supply cost by 10%
- Managed and balanced stock inventory, reduced costs by monitoring usage.
- Trained and developed reception staff on customer satisfaction skill's, company SOPs and carried out weekly training on up selling of both treatments and retail increasing reception retail revenue by 18% across the year.
- Managed daily operations of the Spa
- Provided the high quality guest service and resolved all guest concerns beyond their satisfaction.
- Upheld the ambience and appearance of spa areas including treatment room's, yoga pavilion, gym and wet areas.
- Arrange mystery shoppers using the information to improve the spa standards and services, during my time in management at Soneva Fushi are percentage for a report has never dropped below 89%.
- As a third party spa within a resort I conducted all interviewing, hiring, and employee termination, including exit interviews.
- Enforced policies and procedures to ensure safety of guests and employees
- Trained newly hired employees creating training plans ensure there job was carried out meeting the standards and SOPs.
- Carried out annual performance review with all members of the team performance increasing productivity and motivation for employees to reach budgets and strive to work to their full potential.
- Responsible for determining promotions and terminations of employees.
- Planned, organised and oversaw spa events, increasing awareness of the spa offerings and promotions.
- Created and implemented successful marketing ideas through the use of a strategic yearly marketing plan.
- Designed marketing materials (flyers, leaflets and promotional posters) and use communication channels to effectively and efficiently, increase the spas online marketing through all social media channels.

### **Products worked with:**

The Organic Pharmacy

Subtle Energies

**February 2015 - Present - Spa Manager** at Six Senses, Soneva Fushi - Maldives, Maldives, (5 Star Hotel Spa)

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**Products worked with:**

The Organic Pharmacy

Subtle Energies

**October 2013 - June 2016 - Massage Therapist** at Six Senses, Maldives, Maldives, (5 Star Hotel Spa)**Duties included:**

SPA Therapist for Six Senses Spa Soneva Fushi Resort, Maldives

Duration: October 2014 - June 2016

Roles / Responsibilities include:

- Carried out the full range of spa and beauty treatments worked towards targets.
- Retailed products, working to targets
- Top retailed in the spa 5 months running.
- Followed SOPs and spa Policies
- Assisted with the training of new team members.
- Assisted the then Spa Manager with stock count and Stock Control
- Assisting on reception when necessary, making bookings, upselling treatments, creating packages, opening and closing duties using Spa Booker software.

**Products worked with:**

- Subtle Energies
- The Organic Pharmacy
- OPI
- 3360

**November 2011 - November 2014 - Massage Therapist** at Fairmont the palm, Dubai , UAE - United Arab Emirates, (5 Star Hotel Spa)**Duties included:**

SPA Therapist/ Trainer for Willow Steam Spa Fairmont The Palm, Dubai

Duration: September 2012 - September 2014

Roles / Responsibilities include:

- Pre opening spa therapist
- Was selected as departmental trainer.
- Trained new and existing members of the team of SOPs.
- Completed spa supervisor cross training
- Cross trained in the health club
- Built up repeat guests from the residential area
- Assisted the spa reception team when needed using Spa Soft system.
- Ensure all treatment rooms and the salon are ready to welcome guests.
- Perform all treatments including massage, hammams, facials, body scrubs, wraps, manicures, pedicures, and hot and cool waxing
- Regularly took control of Press visits, and attended to VIP guests during their stay.

Offered professional, friendly and engaging service to all guests and also honest advice and product recommendations

**Products worked with:**

Kerstin Florian

Lycon

OPI

Australian Bodycare

**March 2011 - July 2012 - Beauty Therapist** at Virgin Active, Edinburgh, UK - United Kingdom, (High Street Salon)

## **Duties included:**

SPA / Beauty Therapist for Virgin Active, Edinburgh

Duration: January 2014 – September 2014

· Worked as a part time therapist whilst completing my CIDESCO course to support my studies

- Worked within a small team of only three therapists.
- Left alone on occasion to oversee the salon.
- Managed bookings on reception, ensuring that time fully to insure maximum revenue for the salon.
- Performed massage, facials, waxing treatments
- Worked towards retail and treatment targets each month.
- Maintained salon cleanliness at all times.
- Took part in events within the health club to promote the salon and build relations with the public

## **Products worked with:**

- Australian Body Care
- MD Formulations
- Bare Minerals Make up
- Lycon hot Wax
- St Tropez tan
- Jessica nail care

## **Education and Qualifications:**

### **2015**

#### **2012 Mary Reid Spa Academy**

- CIDESCO International Beauty and Spa Therapy
- ITEC Diploma in Beauty Specialists
- ITEC Diploma in Facial Electrical Treatments
- ITEC Diploma in Holistic Massage
- ITEC Diploma in Indian Head Massage
- ITEC Diploma in Spa Therapy
- ITEC Diploma in Anatomy and Physiology

St John Fishers High School September 2003 - 2010

GCSE: 1-A

2- Bs

5- Cs

A Level: 1-B

2- Cs

## **Product Training:**

**March 2013** • Kerstain Florian • Les Sans De Marakesh -Hammam • OPI Nail Care • Australian Body Care • MD Formulations • Bare Minerals Make up • Lycon hot Wax • St Tropez tan • Jane Iredale make up Subtle Energies The Organic Pharmac

## **Vocational Qualifications**

First Aid Qualified

IT Skills, Word, Excel

SPA STAFF. COM

