

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 booking, 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 Hollistic 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 -Hamam • 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

