

Curriculum Vitae

Female

D.O.B. 03 October 1983

Number of years working in industry: 17 years 9 months

Candidate ID Number: 21896

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Area Sales Representative

Personal Statement

My years of experience within the spa industry has led me to achieve a very diverse skill set. Whilst maintaining my assets as a very competent beauty therapist I have evolved to be a Spa Director, overseeing two locations. I possess strong leadership and motivational skills. I am exceptionally organized, possess extensive knowledge of spa operations and have the ability to turn visions and creative ideas into reality. I have a passion for branding, training and quality control. I pride myself on my personal appearance, high standards and outstanding customer service skills. I have the proven ability to meet and exceed both financial and operational goals for success.

Seeking to work in the UK, USA and the UAE

Employment History:

October 2010 - Present - Spa Director at (most recent employer hidden for confidentiality) Southampton, Bermuda, (5 Star Hotel Spa)

Duties included:

I hired an assistant in order for me to grow the business, have more time to focus on existing responsibilities and expand my role, open a second location and become more involved with the Hotel and Resort operation.

- Scheduled at least once per week as Manager on Duty of the resort overseeing 3 restaurants, 62 Guest rooms, 19 Club condominiums
- Manage second location; staff, inventory, promotions, training
- Annual Budget preparation
- Analyze financial statements and report as necessary to the CFO
- Plan monthly treatment & retail promotions and design advertisements
- Write monthly newsletter including feature articles
- Manage social media accounts
- Event planning
- Manage guest loyalty program
- Manage staff incentive program

Responsible for the entire spa operation and accomplishing financial and operational goals. I report directly to the General Manager of the hotel. Responsible for:

- Maintaining excellent service standards
- Implementing products and services for guests and clients

- Initiating and implementing marketing and sales activities
- Training Elemis Protocols and Products
- Training front desk employees on protocols and procedures
- Writing and implementing SOP's
- Monthly Inventory
- Ordering retail and professional products
- Payroll
- Schedule staff desk and therapists
- Interview and hire staff
- Student of the Year Award for Client Care Awarded by Bournemouth and Poole College
- Mary Corh Initial Diploma - Awarded by Mary Corh Training Department
- Dermalogica Partnership Program Step 1 & 2 Awarded by Dermalogica
- Clarins Specialist Certificate - Awarded by Clarins
- Certificate in La Therapie Cosmeceutical
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- Certificate of Excellence Phase One &
- Aromaspa & Phase Three Exotics Awarded by Elemis
- Spinning Instructor Awarded by Mad Dog Athletics
- Certificate of Excellence Skin Specific Facials Awarded by Elemis (November 2011)
- Certificate of Excellence Advanced Anti Aging Facials Awarded by Elemis (November 2011)
- Certificate of Excellence Elemis Aromastone Therapy Awarded by Elemis (November 2011)
- Train the Trainer Awarded by Foundations (April 2011)
- Skin Care and Treatments Awarded by The Steiner Training Academy

April 2008 - September 2010 - Senior Therapist at Fairmont Southampton, Resort, Bermuda, (5 Star Hotel Spa)

Duties included:

Responsibilities include:

- Scheduled as Manager on Duty of Facility including opening, closing, and overseeing all aspects of the operation during my shift
- Scheduled as Treatment Manager on Duty responsible for Therapists and appointment book
- Monthly inventory of \$300,000-
- Monthly linen inventory
- Stock control
- Ordering retail and professional products
- Payroll
- Schedules including vacation approval
- Training of Therapists and Front Desk Staff
- Operating the Front Desk including phones, appointment bookings, checking guests in and out, processing payments, daily reports
- Coordinating promotional events and group training with vendors
- Student of the Year Award for Client Care Awarded by Bournemouth and Poole College
- Mary Corh Initial Diploma - Awarded by Mary Corh Training Department
- Dermalogica Partnership Program Step 1 & 2 Awarded by Dermalogica
- Clarins Specialist Certificate - Awarded by Clarins
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Education and Qualifications:

2004 Bournemouth and Poole College

NVQ Level 3 Beauty Therapy

Product Training:

November 2011 Elemis

On site. La Serena Spa The Reefs, Bermuda

Elemis skin specific and anti aging facials and aromastones.

Vocational Qualifications

Excel

Spinning Instructor

Les Mills Grit Coach

Hobbies and Interests

I teach spinning, love to work out and relax with Yoga. I enjoy music and travel.

CV created at www.spastaff.com

SPA STAFF.COM
