

# 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](http://www.spastaff.com)

