

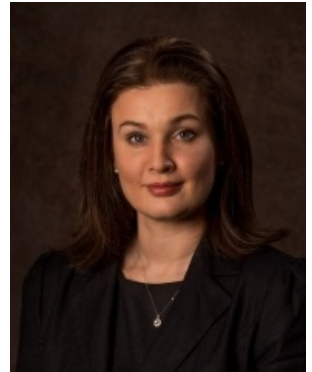
Curriculum Vitae

Female

D.O.B. 21 September 1980

Number of years working in industry:

26 years 2 months



Candidate ID Number: 22051

Nationality: British

Language Skills:

Fluent: English

Basic: German, Arabic

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager

Personal Statement

Currently i am a full time Spa Consultant/Manager and work on an international level.

I can describe myself as a highly skilled and experienced Spa Operations Manager. As a Spa industry professional for 20 years, i have developed a talent for identifying and anticipating customer needs, presenting designated company products and service offerings to the highest standards and would always consider myself an ambassador of the companies I represent and do act as a pioneer for progression.

I always demonstrate the ability to gain customer trust and loyalty through service provisions and provide exceptional follow-up communication, leading to increased repeat and referral business. I have developed business strategies throughout my career and focus my attentions to the 5 star Spa market. I have a proven track record of improving sales and general turnover with expertise in leading high performing Spa teams that in turn provide an exemplary guest journey.

Fully qualified with Degree in Spa Management and frequently use advanced Microsoft Office systems.

Employment History:

September 2014 - Present - Spa Consultant at (most recent employer hidden for confidentiality) Scotland, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Regional Sales

Promotional Activities/business Marketing reports

Forecasting, setting financial targets

Overseeing product partnerships securing new business accounts

Market research

Spa business consulting - as specified. I cover these main aspects of consulting:

1. Staff training - Brand standard training, treatment techniques, retail services and guest journey, guest relations.
2. Business building - Comprehensive from drafting brochures, ammendments, treatment innovation, retail business, uniform selection, market research.....
3. Finance - From profit building to increasing yield.
4. Customer Service Quality - Reviews and analysis of current operations and feedback, work on improving

communications between guests and staff.

5. Administration and Law - Ensuring Spa is compliant with legislation, regulating SOP, RA, pricing structures, finance, complaint management.

6. Management - Spa Operations, Treatment Management, Guest relations, Marketing, finance.

Placements (3 month contracts)

1. Health Club Manager - The Grand Hotel and Spa - Channel Islands

2. Management Consultant - Dunkeld Hotel and Spa - Scotland

3. Training Manager/consultant - Premedion Spa and Prevention - Egypt

Products worked with:

Mint Cosmetics

Tweezermann

Intrinsics Organics

WAXXXPRESS

Elemis

Comfort Zone

Ishga

September 2014 - Present - Spa Consultant at Self Employed, Scotland, UK - United Kingdom, (Home/Mobile)

Duties included:

Regional Sales

Promotional Activities/business Marketing reports

Forecasting, setting financial targets

Overseeing product partnerships securing new business accounts

Market research

Spa business consulting - as specified. I cover these main aspects of consulting:

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Elemis

Comfort Zone

Ishga

May 2019 - May 2021 - Spa Manager at Isle of Mull Hotel & Spa, Scotland, UK - United Kingdom, (Hotel Spa)

Duties included:

Re establishing the spa and Health Club.

Configuration and set up of spa software.

Products worked with:

ishga Organics

Career Break - Training - industry-related

October 2018 - December 2018 - Treatment Manager / Spa Trainer at Mandarin Oriental Doha, Doha, Qatar, (5 Star Hotel Spa)

Duties included:

- Pre opening training of Spa Team. Scheduling training plan.
- Oversee deliveries
- Snagging of Spa
- Administration relating to policies, SOP's, checklists.

Products worked with:

Aromatherapy Associates

Hydrafacial

Miriam Quevedo

March 2018 - September 2018 - Spa Consultant at The Carnegie Club, Skibo Castle, private members club., Village of Clashmore, Sutherland, Scotland, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- All operational duties: Opening and closing Spa (security)rota,stock control/taking,budgeting.
- Updated operational and booking systems. Applied strategy to reservations booking system to maximise booking capacity. Updated and re trained Jonas reservations system.
- Hosted Club Members.
- Implemented in house training sessions for all staff, complying with industry standards.
- Maintaining exceptional high standards of the facilities, manners and behaviours that the Carnegie Club is world renowned for.

Products worked with:

Ishga

Aromatherapy Associates

Carol Joy

Conscious Water

October 2015 - April 2016 - Treatment Manager / Spa Trainer at Premedion , Alexandria, Egypt, (5 Star Hotel Spa)

Duties included:

Part of the temporary pre opening team for the 6000 sq feet Spa by Borg El Arab, Egypt.

Producing, amending company SOP'S

Training of staff

VIP Guest Orientations, presentations at company conferences

Team building

Operations Management

Products worked with:

Weyerghans Medical Beauty Products and Equipment from Germany.

Anne Semonin French skincare

Premedion Branded Products

Sorisa Medical Beauty Equipment

January 2014 - September 2014 - Spa Manager at Rocco Forte Brown's Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Leadership management. Business management, Stock control and budgeting, profit and loss accounts, Marketing and treatment innovation. KPI analysis. Implementing core standards in luxury Spa environments & training staff to adhere and perfect these standards. Team building, and performance measurement. Health & Safety training, creating risk assessments.

Products worked with:

Carita

Ciate

Aromatherapy Associates

NUBO

March 2012 - January 2014 - Spa Manager at The Roxburghe Hotel, Kelso, UK - United Kingdom, (Hotel Spa)

Duties included:

I was business partner and manager. Budgeting, Stock, PR, Marketing, Training. Payroll. Rota, Recruitment. Treatments. Health & Safety

Products worked with:

Decleor

Jessica manicure and pedicure and gel application.

Bioslimming

iiiaa

Agera Medical peel

November 2011 - March 2012 - Skin Clinic Therapist at Beyond Medispa, Edinburgh, UK - United Kingdom, (Skin Clinic)

Duties included:

Medical Aesthetic treatments, Reception duties.

Products worked with:

Advised on PH Advantage skincare.

Bioslimming Bodywrap

Velashape slimming

Glo chemical peel

Laser Treatments

April 2011 - November 2011 - Senior Therapist at Exquisite Nails & Beauty, Scottish Borders, UK - United Kingdom, (Home/Mobile)

Duties included:

Performed first class treatments to a select few high profile clients in the area at exclusive locations or 'in house'.

Products worked with:

Agera Medical skin peels

Gel nail enhancements

Eyebrow threading

PHD Waxing

September 2009 - April 2011 - Assistant Manager at Roxburghe Beauty Suite, Kelso, UK - United Kingdom, (Hotel Spa)

Duties included:

All treatments to a very high standard

Training team members

Reception and administartion responsibilities

Sales and incentives

Cash and salon opening and closure

Products worked with:

Decleor

Jessica

February 2008 - August 2009 - Senior Therapist at Onespa, Edinburgh, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Performed spa treatments

Actively promoted retail sales

Reception duties

Products worked with:

ESPA

April 2007 - April 2008 - Senior Therapist at Cardrona Golf and country club, Peebles, UK - United Kingdom, (5

Star Hotel Spa)

Duties included:

Reception

Stock control

Reception

Spa attendant

Products worked with:

Decleor

Jessica

April 2003 - March 2007 - Beauty Therapist at The Roxburghe Beauty Suite, Kelso, UK - United Kingdom, (Hotel Spa)

Duties included:

Performed all treatments to a very high standard. Booked appointments, answered telephone calls, took payments, sold retail products. re booked repeat appointments.

Products worked with:

Jessica

Decleor

Depilex mini micro

October 1999 - January 2004 - Spa Consultant at Stobo castle Health Spa, Peebles, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Majority of Spa Treatments

Guest orientations

Retail sales advisor

Products worked with:

Phytomer

Mavala

Thalgo

Education and Qualifications:

2017

Aromatherapy and massage

Facial and electro facial therapy

Waxing, tinting, brow shaping

Consumer Awareness

Retail Skills

Anatomy & Physiology

And much more...

2001 Borders College

SVQ Levels 1 & 2 Beauty Therapy

2011 Leeds University

FDA Spa Management (2 year degree programme)

Product Training:

**August
2009**

ESPA

Edinburgh

ESPA Essentials, pregnancy, stimulating hip and thigh

ESPA retail training levels 1-5

Vocational Qualifications

ECDL Computer Certificate

Advanced ECDL Certificate

Pool responder first aid certificate.

Hobbies and Interests

Snowboarding, Mountainbiking, Hill climbing. Yoga, meditation

CV created at www.spastaff.com

