

Curriculum Vitae

Female

Number of years working in industry:

15 years 3 months



Candidate ID Number: 22164

Nationality: British

Language Skills:

Fluent: English

Good: urdu

Basic: punjabi

Permitted to work in: UK - United Kingdom

Position Sought: Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Salon Manager, Assistant Manager, Treatment Manager / Spa Trainer, Receptionist, Area Sales Representative, Retail Professional, wellness

Personal Statement

I am a self motivated and well presented professional with relevant back ground and experience in team supervision, ability to provide excellent service and care required to ensure over all client satisfaction while significantly increase business and revenue. I am focused and result oriented, capable of doing treatments with high standards. Excellent communication skills with ability to bring more clients while continue a good relationship with existing clients as well as referrals. Enjoy working with a multi-cultural, multi-national team and can easily adapt in any luxury hospitality environment

Employment History:

April 2015 - Present - Assistant Manager at (most recent employer hidden for confidentiality) Letchworth, UK - United Kingdom, (Day Spa)

Duties included:

- Maintain and efficiently supervise the running of the property which comprises 6 treatments room.
- Providing client's highest standard of services and attention
- Supervising 4 staff both full time/ part time
- Attends customers queries and concern in a warm and professional manner
- Setting targets for the employees
- Managing, motivating and training staff
- Driving turnover and profits
- Managing and forecasting retail stock levels
- Keeping salon to high standard of hygiene, cleanliness and tidiness.
- Ensuring all the equipment is in safe working condition and service regularly

Alongside the above role I still work within the business as a senior therapist, so I am hands on with a large and loyal customer base

Products worked with:

Espa

Artistic Gel

November 2010 - Present - Salon Manager at Serenity Salon services, London, UK - United Kingdom, (High Street Salon)

Duties included:

Duties Include:

- Maintain and efficiently supervise the running of the property which comprises 3 treatment rooms, spa Treatments and Retail shop.
- Providing client's highest standard of services and attention
- Supervising 6 staff both full time/ part time
- Managing client appointment
- Attends customers queries and concern in a warm and professional manner
- Ensuring business run efficiently and effectively.
- Setting targets for the employees
- Marketing services and products by organising regular promotional events. .
- Managing, motivating and training staff.
- Driving turnover and profits
- Managing and forecasting retail stock levels
- Identifying staff training requirements
- Analysing weekly and monthly sales figure
- Budgeting and controlling salon expenses

Senior Therapist Nov 2010- Present

Alongside the above role I still work within the business as a senior therapist, so I am hands on with a large and loyal customer base

Duties Includes:

- Offering treatments Manicure, Pedicure, Threading, Waxing, Tinting, Full Body Massage, Hot Stones Massage, Reflexology, Facials.
- Providing after care advice on treatments and skin care matters.
- Attends customers queries and concern in a warm and professional manner
- Ensuring salon is run efficiently and effectively.
- Marketing salon services by organising regular promotional events.
- Keeping salon to high standard of hygiene, cleanliness and tidiness.
- Ensuring all the equipment is in safe working condition and service regularly.
- Promoting and selling products and services.
- Staff Training.

Products worked with:

- Dermalogica
- Janseen
- Janjira
- O P I

June 2002 - January 2010 - Assistant Manager at Lazer International, London, UK - United Kingdom, (High Street Store)

Duties included:

- dealing with customers
- administrative responsibilities
- day to day monies dealing
- dealing with customer quieries and complain
- maintaining realtionship with associates companies.

Education and Qualifications:

2014 The Online Academies

Diploma in Holistic Beauty

- Aromatherapy Massage Advance
- Swedish body massage Advance
- Make Up

- Hand and feet Massage
- Relaxing
- Hand on Healing
- De- stressing.

2014 the Diet Specialists

level 3 and 4 Certificate

- Nutrition specialist

2014 Hypnotherapy Centre of Excellence

Diploma

- Reflexology

2014 Private

Master

- Reiki Master/Teacher

2013 Beauty Academy

Diploma

- Manicure/Pedicure

2013 Beauty Academy

Diploma

- Holistic Therapies
- Aromatherapy massage
- swedish body massage
- indian head massage
- body exfoliation
- stone therapy
- body tanning

2012 Dermalogica training Centre

Dermalogica Certificate

- Facials/skin care

2010 Walthamforest college

NVQ2

- Facials
- Eye treatments
- skin care
- Manicure Pedicure

2009 Epping forest college

NVQ2

- Waxing Dipliation

2000 Hackney Community College

- BTEC First Business and Finance 1999
- BTEC National Business and Finance 2001
- GCSE Maths 2000

Product Training:

April 2015 Espa

Surrey Espa Training centre UK London

skin care

body care

massage
aromatherapy

July 2013 OPI
Beauty Academy

- Manicure/Pedicure

November 2012 Dermalogica
Dermalogica Center UK ,

- skin Care Facials

Vocational Qualifications

- Health and safety at work
- NLP self confidence coaching certificate
- Cognitive Neuro Religant practitioner certificate
- hypnotherapy
- holistic pain management
- meditation
- Btec level 3 in Education and training

Hobbies and Interests

- reading
- meditation
- socialising
- learning new skills

CV created at www.spastaff.com

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