

# Curriculum Vitae

**Female**

**D.O.B. 21 November 1973**

**Number of years working in industry:**

**25 years 8 months**



**Candidate ID Number:** 22195

**Nationality:** British

**Language Skills:**

Fluent: English

**Permitted to work in:** UK - United Kingdom

**Position Sought:** Regional Senior Manager, Spa Director, Yoga / Pilates Teacher

## Personal Statement

A positive, proactive and dynamic professional with extensive training, operations and management experience in international industry including spa and wellness. Passionate about delivering the highest standards of service quality by providing training and mentoring to a broad spectrum of people. Possesses exceptional interpersonal and communication skills, able to consistently deliver high quality work on time and within budget and to develop positive relationships with customers and colleagues alike. Enjoys being part of, as well as managing and motivating, a successful and productive team and thrives in highly pressurised and challenging, multi-site work environments.

Seeking to work in the UK and International Locations

## Employment History:

**June 2012 - Present - Owner/operator** at (most recent employer hidden for confidentiality) Worldwide, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

- Responsible for the management of sites worldwide with particular focus in the UK, Asia and the Gulf
- Continually improving standards of performance and quality through training and education at all levels
- Driving operational improvement through development of SOP's tailored to individual businesses
- Identifying recruitment needs and delivering effective recruitment strategy to minimise disruption to operations
- Development of annual budget and business forecasting
- Creating tailored pre-opening, training and operations solutions to individual businesses based on their requirements
- Designing and delivering scalable learning strategies for groups with varied abilities and qualifications
- Delivering 'Train the Trainer' education to ensure consistency of training subsequent to my leaving the site
- Developing and delivering pre-opening training plans in conjunction with Sales and Marketing and Operations teams

### Products worked with:

Anne Semonin, Bernard Cassiere, Weyergans, Elemis, Pevonia, Neals Yard Remedies

**August 2010 - May 2012 - Head of International Recruitment** at Steiner Training Ltd, London, UK - United Kingdom, (Cruise Ship)

### Duties included:

- Responsible for a team of 22 internationally based recruitment agents and managers

- Co-ordinating recruitment of all spa positions available across 170 cruise ships worldwide
- Managing budgets while achieving and exceeding manning targets according to professions, languages and nationalities
- Establish and maintain standards and procedures for all aspects of international recruitment
- Evaluate and audit recruitment operations on an on-going basis and develop timely solutions to challenges identified
- Development of new recruitment resources worldwide; researching agencies, negotiating terms and ensuring operational success
- Mentoring and developing team members both in the UK and abroad
- Reporting to management on all aspects of recruitment activity including forecasting numbers, financial spreadsheets and team appraisals

**Products worked with:**

Elemis

**February 2010 - August 2010 - Freelance Training Consultant** at Spa Synergy, Singapore, Singapore, (5 Star Hotel Spa)

**Duties included:**

- Supplying full consultancy and operational support to spas during pre-opening and beyond
- Assisting recruitment selection by implementing cost and time efficient interview processes and providing analysis of all candidates interviewed for the spa manager and general manager
- Preparing standard operating procedures and preparing and delivering training accordingly
- Providing motivational training to new teams ensuring it has strength and longevity in the early stages
- Playing a supervisory or 'mentoring' role to new spa managers during the pre-opening phase

**Products worked with:**

Anne Semonin

**February 2008 - February 2010 - Training Manager** at Per Aquum, Maldives, Maldives, (5 Star Hotel Spa)

**Duties included:**

- Fully accountable for the training and development needs of the five spa sites in Maldives, including the world's only underwater spa at Huvafen Fushi, and the sites in Dubai and Seychelles
- Gaining invaluable communication skills and cultural awareness through pitching training to various nationalities including Balinese, Philippine and Thai
- Actively involved in the recruitment and selection process including conducting second interviews and assisting Spa Managers with short listing
- Responsible for refining PASC recruitment procedures and sourcing of key team members from around the world
- Conducting training needs analysis at each site with the primary focus on identifying ways of increasing treatment to retail ratio
- Developing comprehensive training programmes tailored towards the needs of all staff including Therapists and Managers Designing and delivering new starter induction training as well as one-to-one and group training for all Therapists
- Personally responsible for developing the PASC Standards Manual to ensure consistency and efficiency in terms of working practice
- Maintaining and updating the company SOPs and ensuring that all staff are trained in their application as well as developing the PASC Health & Safety Manual
- Working alongside Managers and Therapists to provide training for new spa openings and to ensure that initial targets are met and exceeded
- Assisting with the development of new product ranges, designing product specific treatment and planning training provision for new products and treatments

**Products worked with:**

Pevonia, Anne Semonin, Jessica Nails, Universal Contour Wrap

**February 2000 - November 2007 - Franchisee** at Saks Hair & Beauty, Edinburgh, UK - United Kingdom, (Health Club)

**Duties included:**

- Playing a key role as the Owner and Manager of the first hair and beauty franchise to open in Scotland with full accountability for the inception and launch of the salon
- Managing the recruitment and selection process, conducting regular performance appraisals and reviewing individual targets
- Managing the provision of a wide range of services including waxing, facials, massage and nail services as well as clinical services such as Botox/Restylane, semi-permanent make-up and teeth whitening
- Providing management and support to a team of 15 full time and 4 part time staff including coordinating the staff rotas and providing induction and ongoing training
- Monitoring and controlling stock levels and ensuring that sufficient orders are placed with suppliers when required
- Developing and executing innovative sales and marketing campaigns to facilitate the achievement of targeted turnover of up to £300,000 per annum including planning and organising highly successful events and feature days

### **Products worked with:**

Elemis, Fake Bake, California Tan, Designer Nails, Caci, Hydrothermie, Aculight,

### **Education and Qualifications:**

#### **2007 Excelr8**

Master practitioner  
 Neuro-Linguistic Programming  
 Aromatherapy  
 Yoga Alliance YTT200 - Hatha Yoga, Yoga in Asia - Victor Chnun - Yin Yoga  
 Certificate Open Water Scuba Instructor (PADI)  
 National Coaching Certificate - Sport & Diet  
 Aerobics Instructor

#### **2002 Telford College**

City & Guilds  
 City & Guilds Further and Adult Teachers (includes D32/D33 Teaching & Assessing)

#### **1996 Scottish School of Aromatherapy & Massage**

Certificate  
 Diploma Classical Reflexology

#### **1994 Scottish School of Aromatherapy & Massage**

Certificate  
 Clinical Aromatherapy

#### **1993 Central College of Commerce**

HND Beauty Therapy

### **Product Training:**

#### **December 2015 Bernard Cassiere**

Sothy's training school, Paris  
 Product training in the Bernard Cassiere Skin and bodycare ranges

#### **July 2010 Anne Semonin**

Anne Semonin Head Office, Paris  
 Knowledge of full range of products and treatments for face and body

#### **September 2002 Aculight**

On site training  
 5 day training in the use of Aculight IPL system for hair removal, skin resurfacing and pigmentation treatment

#### **July 2001 Caci non surgical facelift**

Caci House, London

Use of caci non surgical face lifting and caci chroma clear micro dermabrasion

**March  
1994**

**Elemis**

Noella Gabrielle

Full range of Elemis face, body and aromatherapy products and treatments

## **Vocational Qualifications**

Proficiency with MS Office programmes

## **Hobbies and Interests**

Swimming, gym, yoga, horse riding, dancing (salsa and swing), theater, tennis and reading

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