

Curriculum Vitae

Female

D.O.B. 14 September 1984

Number of years working in industry:

20 years 6 months



Candidate ID Number: 22814

Nationality: British

Language Skills:

Fluent: English

Basic: German

Permitted to work in: Switzerland, UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager, Receptionist

Personal Statement

I am a very quick learner and keen to know everything, weakness is that i do not know everything yet.

Seeking to work in the UK, Switzerland and International Locations

Employment History:

July 2010 - Present - Spa and Service manager at (most recent employer hidden for confidentiality) Zurich, Switzerland, (Health Club)

Duties included:

- Manager of launching the first spa facility.
- Interviewed, employed and gave training to a whole new team of spa therapists and receptionists.
- Management and success of challenging growth targets. Specifically being measured against Revenue, Cost Control and Profit.
- Created the initial "Spa Standard of Procedures" for the company.
- Responsible for the sales and marketing of the business.
- Responsible for promoting sales of all existing and new products (Treatments, retail and services).
- Ensure all administration is accurate and completed on time.
- Ensure Salary and Cost of Sales are kept within budget at all times.
- Understanding of customer insights, trends and competitor activity and translating these into strong successful product recommendations that both meet and exceed expectations for both customers and employers.
- Engaging and working with customers, colleagues, and suppliers to develop our product that meet and exceed expectations.
- Working with other department managers to ensure all Holmes Place products are developed and presented to a high standard for the Member Journey and remain at this high standard at all times.
- Achieved and Exceeded budgeted targets.
- Recently accepted the role as Reception and Service Manager in addition to my current Spa Manager role.

Products worked with:

Elemis

OPI

Jessica nails

November 2009 - April 2010 - Spa and Retreat Director at Waterwynch Retreat, Pembrokeshire, UK - United Kingdom, (Hotel Spa)

Duties included:

- Responsible for the Planning, Developing and the grand opening of the Waterwynch Retreat.
- Co-ordinating, layout and design of the business and facility.
- Recruitment and staff development.
- Responsible for delivery of all new product development and training.
- Understanding of customer insights and translating these into strong successful packages.
- Website management.
- Administration management.
- Responsible for the sales and marketing requirements of the business.
- House Keeping, front of house and customer service representative.
- Working with the owners to ensure the development and growth of the business.

Products worked with:

Organic Elements

Jessica Nails

November 2007 - November 2009 - Spa Manager at Barcelo Billesley Manor, Stratford upon avon, (5 Star Hotel Spa)

Duties included:

- Met sales and profit targets for 2007-2009
- Awarded Club and Spa of the year in 2008/2009 within the Barcelo Group.
- Introduced and implemented a new product range to the company.
- Responsible for delivery of all new product development and existing product development within the business.
- Corporate management of key businesses within the Stratford Upon Avon District.
- Responsible for seasonal services within the Hotel and Spa packages.
- Understanding of customer insights and translating these into successful client requirements.
- Management of annual budget for Direct Marketing Spend and Promotional Planning.

Management of challenging growth targets. Specifically being measured against Revenue, Cost Control and Profit.

Products worked with:

Elemis

Jessica

St Tropez

May 2005 - November 2007 - Senior Therapist at Macdonald Hotel Alveston Manor, Stratford upon avon, UK -

Duties included:

From starting at the Alveston Manor Spa I progressed from therapist to senior therapist, my duties and knowledge varied greatly. With this experience I assisted the manager in supervising our team and managing the business.

Highlights:

- Delivery of high standard treatments.
- Responsible for stock control and ordering.
- Team training in product knowledge and customer service.
- Team Rotas.
- Managing P&L.

Products worked with:

Jessica Nails

Decleor

Education and Qualifications:

2002 warwickshire colleage

NVQ level 2 and 3 beauty therapy

Product Training:

**November
2007**

Elemis

Midlands

elemis face and body

elemis body treatments

elemis mother to be

July 2005

decleor

London and newark

all decleor face and body treatments

Vocational Qualifications

First Aid

First response and CPR

IT skills

Hobbies and Interests

Hiking

Snowboarding

Training

