

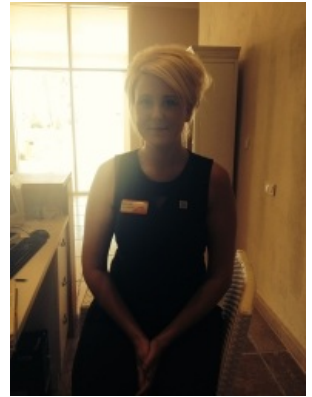
# Curriculum Vitae

**Female**

**D.O.B. 27 January 1991**

**Number of years working in industry:**

**12 years 4 months**



**Candidate ID Number:** 23037

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: turkish, greek, French

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

**Position Sought:** Spa Manager, Assistant Manager, Head Therapist, Senior Therapist, Receptionist

## Personal Statement

Qualified NVQ level 2 & 3 Beauty/Spa Therapist, with an eye for detail, care, and customer satisfaction. Highly motivated, and hard working. I have a can do attitude, and an extreme passion for traveling. I Currently hold a US C1/D Visa

Seeking to work in the UK and International Locations

## Employment History:

**April 2018 - Present - Receptionist** at (most recent employer hidden for confidentiality) Sivota, Greece, (5 Star Hotel Spa)

### Duties included:

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issues)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Taking Spa bookings and recommending treatments
- upselling the spa and its treatments

**April 2017 - October 2017 - Spa Manager** at Neilson Active Holidays, Sivota, Greece, (5 Star Hotel Spa)

### Duties included:

managing a team

managing the day to day running and operation of the spa

rota

budgeting

stock control and stock taking

working towards income an customer satisfaction targets

orders

promtions and marketing

take and active supervisory role, leading the way by performing treatments and presenting myself to both staff and guests. Actively assisting staff and customers, giving advice and support. Personally carry out treatments and services to a high standard. Seek direct feedback from customers and staff at all times and use constructively to improve service initiatives. Continual monitoring of service provided by staff. Formulate action plans to prevent and resolve problem areas ensuring continual improvement of services. Ensuring all targets and K.P.I's are met. Take total control of health and safety within the Spa. Monitoring and control of budgets. Finance, admin and accounting. Wastage control. Report to line manager and operations manager on regular basis informing of any issues, ideas and the delivery of all necessary paperwork.

### **Products worked with:**

Temple Spa

OPI Gel

**May 2015 - November 2015 - Spa Manager** at Neilson Active Holidays, Lesvos, Greece, ( Hotel Spa)

### **Duties included:**

managing a team

managing the day to day running and operation of the spa

rota

budgeting

stock control and stock taking

working towards income an customer satisfaction targets

orders

promtions and marketing

take and active supervisory role, leading the way by performing treatments and presenting myself to both staff and guests. Actively assisting staff and customers, giving advice and support. Personally carry out treatments and services to a high standard. Seek direct feedback from customers and staff at all times and use constructively to improve service initiatives. Continual monitoring of service provided by staff. Formulate action plans to prevent and resolve problem areas ensuring continual improvement of services. Ensuring all targets and K.P.I's are met. Take total control of health and safety within the Spa. Monitoring and control of budgets. Finance, admin and accounting. Wastage control. Report to line manager and operations manager on regular basis informing of any issues, ideas and the delivery of all necessary paperwork.

### **Products worked with:**

Temple Spa

OPI Gel

**April 2014 - November 2014 - Spa Manager** at Neilson Active Holidays, Demre, Turkey, ( Hotel Spa)

### **Duties included:**

managing a team

managing the day to day running and operation of the spa

rota

budgeting

stock control and stock taking

working towards income and customer satisfaction targets

orders

promotions and marketing

take an active supervisory role, leading the way by performing treatments and presenting myself to both staff and guests. Actively assisting staff and customers, giving advice and support. Personally carry out treatments and services to a high standard. Seek direct feedback from customers and staff at all times and use constructively to improve service initiatives. Continual monitoring of service provided by staff. Formulate action plans to prevent and resolve problem areas ensuring continual improvement of services. Ensuring all targets and K.P.I's are met. Take total control of health and safety within the Spa. Monitoring and control of budgets. Finance, admin and accounting. Wastage control. Report to line manager and operations manager on regular basis informing of any issues, ideas and the delivery of all necessary paperwork.

### **Products worked with:**

Temple Spa

**December 2013 - April 2014 - Receptionist** at Neilson Active Holidays, les deux alpes, France, ( Hotel Spa)

### **Duties included:**

I returned to the French Alps and the wonderful hotel Aalborg for a second year as a hotel Receptionist. I adapted to this role very quickly as front of house and providing excellent customer service is a passion of mine, I also volunteered to help with Airport transfers and the après ski events we offered to gain more experience in the Resort Representative role. The duties included:

Dealing with customer complaints

Handling money

Booking ski lessons for guests

Up-selling lessons, trips and après events

In putting reservations into the hotel computer systems

Going above and beyond to ensure our guests had the best holiday with us

Working towards hitting targets for income and guest satisfaction

Keeping the reception clean and tidy

Excellent telephone manner

Excellent organizational skills

Thorough shift handover's to ensure everything was completed.

Selling lessons, equipment and ski passes to our guests.

booking and upselling spa treatments to our guests taking payments for spa treatments.

### **Products worked with:**

Elemis

**May 2013 - October 2013 - Spa Manager** at Neilson Active Holidays, Lemnos, Greece, ( Hotel Spa)

### **Duties included:**

Being promoted to spa supervisor, I have overall responsibility of the spa, and three spa therapists. My role here is to promote the spa to hotel guests, and ensure treatments are delivered to a high standard. I have weekly targets to meet, and must ensure my therapists are up to date with the latest products. I am up to date with my product knowledge, and I am always interested in new products on the market to suit different skin types.

The spa always has to be in pristine condition and I am always willing to help out in a hands on capacity to achieve the best experience for our clients.

I have responsibilities for takings at the end of each shift, cashing up, and filling in of balance sheets on our computer system, working towards income and guest satisfaction targets, promotions and marketing for the Spa.

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**Products worked with:**

Elemis

**November 2012 - March 2013 - Beauty Therapist** at Neilson Active Holidays, Les deux alpes, France, ( Hotel Spa)

**Duties included:**

During the winter season i was awarded one of Neilson's top winter hotels, this was a good challenge for me. The spa is a very busy and a well-run area of the hotel, offering a wide range of products to residents and non-residents.

I also liked to help other members of the Neilson team, and would wait tables if the spa was less busy. This also contributed to my excellent customer service skills.

**Products worked with:**

Elemis

**May 2012 - October 2012 - Beauty Therapist** at Neilson Active Holidays, Nea Skioni, Greece, ( Hotel Spa)

**Duties included:**

I am an NVQ level 3 Beauty Therapist in the 5\* Neilson Anastasia Greece, Assisting in the daily running of the Spa, and performing massage and beauty treatments to clients at a very high standard. I am currently working with, and promoting, Elemis products to clients, and advising which products will suit individual skin types.

The Salon is extremely busy during the summer season, time management, and excellent customer service is a vital element in the running of the salon. I am professional, punctual, and have a mature approach and work ethic

**Products worked with:**

Elemis

**July 2010 - October 2011 - Head Therapist** at The Sun Spa, Quedgeley, UK - United Kingdom, (High Street Salon)

**Duties included:**

High levels of customer service & care, Meeting Monthly Targets, Managing my own treatment column, Thorough consultations, Selling products, treatments and advising my clients, Handling money, Coordinating promotions for the salon each month, Cleaning of the salon, Promoting outside of the salon, Trained in Susan Molyneaux products Monu and Renu,

Being on reception taking telephone calls, Booking appointments, Taking orders, Stock rotation, excellent time management,

**Products worked with:**

Susan Molyneux

**October 2009 - December 2009 - Beauty Therapist** at Steiner, east/west caribbean, (Cruise Ship)

**Duties included:**

I attended an intensive training course for Steiner in London in Beauty Therapy

After training i was assigned to Carnival Cruise Lines in Miami, working on board the Carnival Glory cruise vessel,

Duties Include:

High levels of customer service & care, Thorough consultations, Selling products and treatments to guests, Handling money, Using a computer database, Booking appointments, Receptionist, Excellent time management, Managing my own column of treatments, Very target driven, Providing spa tours

Promoting the spa and treatments on deck, Trained in Elemis and Ionithermie treatments, Performing high standard treatments for guests, Port Clean

**Products worked with:**

Elemis and Ionithermie

**Education and Qualifications:**

**2014 Stroud college**

- nvq 2 & 3
- spa management
- sports massage
- hot stone massage
- indian head massage
- ear candles

**2009 Stroud College in Gloucestershire**

- NVQ level 2&3
- NVQ level 2&3
- indian head massage
- Microdermabrasion facial

**2009 Stroud College**

- NVQ level 2&3 Beauty Therapy

**Product Training:**

**July 2018 Temple Spa**

- In House training in resort with Temple Spa trainer
- Face and body trainign
- Retail training

**March 2014 Temple Spa**

- Spread eagle hotel midhurst
- All temple spa therpies Face & Body

**May 2013 Elemis**

- Trained in resort in Greece with Neilson Active Holidays
- All Elemis Treatments Face/Body/Exotics
- OPI Gel nails

**Vocational Qualifications**

first aid trained

## Hobbies and Interests

reading

watersports- wakeboarding

socialising

CV created at [www.spastaff.com](http://www.spastaff.com)

