

# Curriculum Vitae

**Female**

**D.O.B. 15 June 1979**



**Number of years working in industry:**

**17 years 9 months**

**Candidate ID Number:** 23954

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Greek, German, Spanish

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

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director, Spa Manager, Spa Co-ordinator, Assistant Manager, Treatment Manager / Spa Trainer, Yoga / Pilates Teacher

## Personal Statement

I am currently looking for a new role within Spa Management or Spa Training as I have recently qualified with my Level 3 Award in Education & Training. I have ten years Spa Therapy experience with six years Spa Management and training experience in 4 and 5-star spa hotels.

I am considered to be an honest, reliable and well-organised person who can learn quickly; I work very well as part of a team but I can also work on my own when required. I have been praised for my attention to detail and courteous manner; I work well under pressure and I have very good communication skills gained from my previous job experience.

April 2020 - July 2021: During the Covid Pandemic and lockdown restrictions I spent my time studying for a Level 3 Award in Teaching and Education in order to add to my skills.

Summary of Qualifications:

- Over 15 years Managerial experience
- 6 years Spa Management experience
- 10 years Spa Therapy experience
- Level 3 Award in Education & Training
- BTEC Level 5 Sports & Remedial Massage + ITEC Level 4 Sports Massage Certificate
- Holistic Therapy training - Reflexology, Holistic Facials, Indian Head Massage, Hot Stone Therapy, Reiki and Crystal Therapy
- NVQ Level 4 in Purchasing & Supply Chain Management
- GNVQ in Leisure & Tourism

## Employment History:

**July 2021 - Present - Treatment Manager / Spa Trainer** at (most recent employer hidden for confidentiality) St Anton Am Arlberg, Austria, (Home/Mobile)

### Duties included:

My self-employed contracts have included working mainly with Alpine Sports Physio as well as with other Hotels in the resort. My main responsibilities are:-

- Arranging appointments and bookings for guests

- Maintaining the daily running of appointments and bookings and ensuring that treatments are running on time
- Providing spa treatments for guests when required
- Working in different spa hotels within the resort on a daily basis
- Establishing a high level of customer service within the spas and receiving feedback from customers to ensure very high standards are met
- Organising and preparing the treatment rooms to a high standard and ensuring treatment rooms are kept clean and tidy throughout the day
- Putting together the spa menu, with treatment descriptions and agreed pricing
- Ensuring maximum revenue potential through marketing and up selling
- Working towards financial targets and budgets
- Purchasing stock for the season ahead as well as when required
- Completing administration tasks and paperwork on a daily, weekly and seasonal basis

**Products worked with:**

ESPA

Elemis

Temple Spa

Revolution

**Career Break - Training - industry-related**

**December 2018 - September 2020 - Spa Manager** at Mountain Spa Residences , St Anton Am Arlberg , Austria, (5 Star Hotel Spa)

**Duties included:**

As the Spa Manager at Mountain Spa Residences in St Anton, Austria my main responsibilities were:-

- Managing and training my Spa Team (1 x Spa Therapist, 1 x Spa Attendant)
- Arranging appointments and bookings for guests
- Maintaining the daily running of appointments and bookings and ensuring that treatments are running on time
- Establishing a high level of customer service within the spa and receiving feedback from customers to ensure very high standards are met
- Organising and preparing the treatment rooms to a high standard and ensuring treatment rooms are kept clean and tidy throughout the day
- Maintaining the upkeep of the Spa area; ensuring the saunas and steam room are in working order
- Planning and hosting spa promotional events on a weekly / monthly basis
- Working towards financial targets and budgets
- Completing administration tasks and paperwork on a daily, weekly and seasonal basis
- Providing competent and detailed weekly, monthly and end of season reports
- Completing monthly stock takes, inventory reports and ensuring good stock rotation
- Purchasing spa stock for the season ahead as well as when required
- Ensuring maximum revenue potential through marketing, up selling and retailing spa products
- Creating increasing spa activity by way of advertising and marketing the spa
- Providing treatments for guests when required
- Having an active role in management meetings
- Recruitment of staff at the beginning of the season and appraisal of staff at the end of the season

- Assisting the hotel manager with HR duties and other ad-hoc errands

Achievements: In my second year working as the Spa Manager here I was able to implement several changes within the Spa to maximise business and profits. I promoted the spa with different events going on throughout the week. In 2018-2019 I exceeded my sales target reaching over €30,000.

#### **Products worked with:**

ELEMIS

Elemis Training - Elemis Training Centre, London

Product Knowledge, Retail and Consulting for Success

Facial Therapy

Deep Tissue Massage

Deeper than Deep Hot Stone Massage

Body Scrubs & Body Wraps

**March 2017 - August 2019 - Spa Manager** at Mark Warner Ltd , Europe , France, ( Hotel Spa)

#### **Duties included:**

As a Spa Manager at Mark Warner my main responsibilities were:-

- Providing treatments for guests and staff when required
- Organising and preparing the treatment rooms to a high standard
- Ensuring maximum revenue potential through marketing, up selling and retailing Elemis products
- Completing requested paperwork on a daily, weekly and seasonal basis
- Creating increasing spa activity by way of advertising and marketing the Viva spa within the hotel
- Attending Welcome Meetings in order to promote the Spa and take bookings for the week
- Working towards financial targets through promoting and retailing
- Ensuring a high level of feedback is received from customers and ensuring high standards are met
- Making sure treatments are running on time and that treatment rooms are kept clean and tidy
- Maintaining the daily running of appointments and bookings
- Ensuring all necessary cleaning and other duties are carried out each week
- Completing monthly stock takes and ensuring good stock rotation
- Having an active role in Management meetings
- Accomplishing the beginning of season open-up and end of season shutdown
- Providing competent and detailed end of season reports

#### **Products worked with:**

Elemis

**May 2013 - December 2018 - Freelance Spa Therapist** at Various , South East , UK - United Kingdom, ( Hotel Spa)

#### **Duties included:**

In order to fill any gaps in my seasonal working contracts I worked as a temporary Spa Therapist in 4\* and 5\* Spa Hotels. As a Freelance Therapist I gained experience working for several 4\* & 5\* Hotels and Spas for five years. I built up very good relationships with the staff and customers, especially at Wyboston Lakes, Runnymede on Thames and Sopwell House where I worked on a temporary basis. I received in-house training for products such as ESPA, Murad, Elemis and Neom.

I also have reception duty experience; such as taking bookings face to face, over the phone and via email, as well as

guest contact and hospitality customer service training. I also have had responsibilities of cash handling.

### **Products worked with:**

Elemis

ESPA

Murad

Neom

**June 2014 - November 2017 - Senior Therapist** at Various , Europe , Greece, (5 Star Hotel Spa)

### **Duties included:**

Seasonal Work:

2014 - 2017

July 2017 - November 2017 Neilson Active Holidays - Senior Spa Therapist - Messini/Buca Resort - Greece

May 2016 - September 2016 Ocean Beach - Head Wellness Therapist - Ibiza, Spain

December 2015 - April 2016 Venture Ski - Spa Manager - Sainte-Foy Tarentaise, France

August 2015 - October 2015 Massage Beach - Massage Therapist - Ibiza, Spain

June 2014 - August 2014 Ibiza Yoga - Retreat Manager - Ibiza, Spain

### **Products worked with:**

Temple Spa

**July 2007 - May 2013 - Procurement Manager** at BR Pharma, Hertfordshire, UK - United Kingdom, (Product Company)

### **Duties included:**

- Heading up a team of 6 Procurement Specialists
- Sourcing products for Clinical Trial
- Purchase order management
- High level/value stock management (including deliveries)
- Sourcing new suppliers & supplier liaison
- Attending monthly meetings with customers and suppliers

Achievements: In 2011 I qualified as a CIPS member with an NVQ Level 4 in Purchasing and Supply Chain Management

### **Education and Qualifications:**

#### **2017 Holistic Therapies Training**

Diploma - International Institute for Complementary Therapists

Aromatherapy Facials

#### **2017 School of Natural Health Sciences**

Diploma - SNHS Dip

Reflexology

#### **2014 The School of Natural Health Sciences**

SNHS Diploma

- Sports Nutrition & Holistic Nutrition

## 2013 Zenways

Yoga Alliance

Yoga 200hr Teacher Training

## 2012 Healing Forever Therapies

Reiki

Reiki I & Reiki II

## 2015 London School of Massage

- BTEC Sports Injuries and Clinical Remedial Massage (Level 5)
- BTEC Anatomy & Physiology (Level 5)
- ITEC Sports Massage Certificate (Level 4 QCF)
- ITEC Anatomy, Physiology & Pathology Course (Level 3 & 4)

## 2012 FTT Beauty and Training School

BABTAC Body Massage - Holistic Massage, Swedish Massage and Deep Tissue Massage (including basic Anatomy and Physiology)

BABTAC Hot Stone Massage Therapy

BABTAC Indian Head Massage

BABTAC Hopi Ear Candling

## Product Training:

### October 2018 Elemis

Elemis Training Centre - Farringdon - London

Product Knowledge, Retail and Consulting for Success

Facial Therapy

Deep Tissue Massage

Deeper than Deep Hot Stone Aromastone Massage

Body Scrubs & Body Wraps

### July 2017 Temple Spa

Neilson Active Holidays - Messini - Greece

Temple Spa Body and Facial Therapy

## Vocational Qualifications

- Level 3 Award in Education & Training - CTC Training & Development
- BTEC Level 5 Sports and Remedial Massage - London School of Massage, London

Sports Injuries and Clinical Remedial Massage (BTEC Level 5 Anatomy & Physiology)

- ITEC Level 4 Sports Massage - London School of Massage, London

Certificate in Sports Massage Therapy

- BABTAC Diplomas - FTT Beauty, St Albans

Body Massage, Hot Stone Therapy, Indian Head Massage, Ear Candling,

- Holistic Diplomas - The School of Natural Health Sciences, London

Reflexology, Holistic Facials, Aromatherapy, Reiki

- Elemis Training - Elemis Training Centre, London

Product Knowledge, Retail and Consulting for Success

Facial Therapy

Deep Tissue Massage

Deeper than Deep Hot Stone Massage

Body Scrubs & Body Wraps

- Temple Spa Product Training - Neilsons Active Holidays

Body and Facial Therapy

- Nail Technician Course - International Open Academy

Manicure & Pedicure

Gel Polish application

- Yoga Alliance Registered 200hr - Zenways Yoga Teacher Training

200hr Yoga Teacher Training

- NVQ Level 4 in Supply Chain Management

Former Member of The Chartered Institute of Procurement & Supply

- GNVQ in Leisure and Tourism - Hertford Regional College

+ GNVQ level in Spanish

- Hospitality Customer Service - Wyboston Lakes
- First Aid for Sport and Exercise - Herts Sports Partnership
- 7 GCSE's - Grade C and above - Sir Frederic Osborn School

## **Hobbies and Interests**

- I enjoy learning languages of the country I am working in
- In 2015 I volunteered as a Sports Massage Therapist for Cancer Research at the London Marathon
- I have a keen interest in Nutrition, Yoga and Wellness; which I teach to others in my spare time and also online
- I have achieved a 12000ft Sky Dive in Australia

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