

# Curriculum Vitae

## Female

**Number of years working in industry:**

**26 years 8 months**



**Candidate ID Number:** 27959

**Nationality:** British

**Language Skills:**

Fluent: English, welsh

**Permitted to work in:** UAE - United Arab Emirates, UK - United Kingdom

**Position Sought:** Spa Director, Spa Manager

## Personal Statement

Seeking to work in the UK, UAE and International Locations

## Employment History:

**March 2013 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Dubai, UAE - United Arab Emirates, (5 Star Hotel Spa)

### Duties included:

Provide leadership, direction and support to the employees at the Spa to develop a highly motivated team, who can deliver high standards of service in all areas - 55 Employees

- Responsible for day-to-day spa operations - 27 treatment rooms, hair salon, barbers, gym
- Building and maintaining business relationships with Suppliers. Currently working with over 10 brands. ESPA, Aromatherapy Associates, Shiseido, Margy's, Futur Lab, COOLA, L'Oreal/Kerestase, Cadiveau, Gentlemen's Tonic, LPG, Push UP, POPBANDS, CIATE, Bastien Gonzalez.
- Managing reports, including Sales Figures, Inventory and Stock issuing, Expenses
- Staff payroll
- Developing new Marketing strategies and Promotions, adjusting to current market and trends
- Developing Annual Training plan to ensure that all employees are trained and developed to meet the needs of the business
- Deal with Guest enquiries, feedback, complaints and issues and to ensure that necessary follow up/action is carried out
- Ensuring treatment scheduling meets the demands of the guest whilst maximizing revenue
- Interviewing and selection of staff. Executing performance evaluations and disciplinary procedures. Mentoring and development of employees

## Products worked with:

Shiseido, ESPA, Aromatherapy Associates, Margy's, Bastien Gonzalez, Gentlemen's Tonic, COOLA, Futur Lab, L'Oreal/Kerestase, Cadiveau, MOR, Rodial, WHISH, LPG, CIATE

**Career Break** - Relocated, from Cayman Islands back to UK after 8 years, then job hunting

**January 2012 - January 2013 - Us Trainer with La Prairie** at La Prairie, New York, US, USA - United States, (5 Star

Hotel Spa)

**Duties included:**

- Creating Mini Treatment protocols to launch & promote new skin care products
- Creating New Treatment protocols for spas
- Training Spa Therapists in La Prairie Treatment protocols and brand standards

**Products worked with:**

La Prairie

**December 2005 - December 2012 - Head Therapist** at Silver rain Spa, The Ritz Carlton Grand Cayman, George Town Grand Cayman, Cayman Islands, (5 Star Hotel Spa)

**Duties included:**

- Perform Facials, make-up, waxing and body treatments
- Responsible for the supervision of the Estheticians and Nail technicians
- Overseeing treatment operations, ensuring guest satisfaction
- Continuous training and development on treatment protocols/products ensuring high standards are maintained
- Create weekly schedules and facilitate shift changes and time off requests
- Maintain supply of Operational supplies and re-order when necessary adhering to budget constraints
- Responsible for the maintenance of treatment rooms and equipment
- Enforce all hotel and spa policies and procedures
- Coordinate and conducting monthly meetings for Estheticians and Nail Technicians as well as being involved with all spa meeting (53 employees)
- Performance evaluations of Estheticians and Nail Technicians and involved in coaching and counseling sessions
- Involved in the hiring process for Estheticians and Nail Technicians

**Products worked with:**

La Prairie

**July 2004 - October 2005 - Beauty Therapist** at The Beauty Spa, Hyatt Regency Grand Cayman, George Town, Cayman Islands, (5 Star Hotel Spa)

**Duties included:**

- Performing massage, facials, body treatments, make-up and waxing services
- Opening & closing procedures
- Inventory

**Products worked with:**

Elemis, Repercharge, Jane Iredale, OPI, La Stone Therapy

**November 2003 - April 2004 - Head Therapist** at Harding Brothers, MV Oriana P&O Cruise Ship, MV Oriana P&O Cruise Ship, (Cruise Ship)

**Duties included:**

- perform facials and make-up services
- Inventory/stock

**Products worked with:**

Channel Make-up, Guinot, Thalgo

**September 2001 - September 2003 - Beauty Therapist** at The Ocean Spa, Cambridge Beaches, Hamilton, Bermuda, (5 Star Hotel Spa)

**Duties included:**

- Performing massage, facials, body treatments, make-up and waxing services
- Opening & closing procedures
- Inventory
- Reception Duties

**Products worked with:**

Guinot, Phytomer, Jessica Nails

**October 2000 - August 2001 - Beauty Therapist** at Renaissance Spa, Newcastle Emlyn, UK - United Kingdom, (High Street Salon)

**Duties included:**

- Performing massage, facials, body treatments, make-up and waxing services
- Opening & closing procedures
- Inventory
- Reception Duties
- Sales Report

**Products worked with:**

Mary Cohr, DSD/Finders, Slendertone

**July 1998 - September 2000 - Beauty Therapist** at Ragdale Hall health Hydro, Melton Mowbray, Leicestershire, UK  
- United Kingdom, (Day Spa)

**Duties included:**

- Performing massage, facials, body treatments, make-up and waxing services
- Opening procedures
- Hosting Meet & Greet

**Products worked with:**

Clarins, Kanebo, Decleor, Guinot, Bee Line, Nailtiques, Orly, DSD/Finders, Eve Taylor, Thalgo

**Education and Qualifications:****2004 Pembrokeshire College, Wales**

NVQ Level 2 & 3

La Stone Therapy

**Product Training:**

## **Vocational Qualifications**

PADI certified Scuba Diving

## **Hobbies and Interests**

Interior design, Formula 1, watersports, arts & crafts

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

