

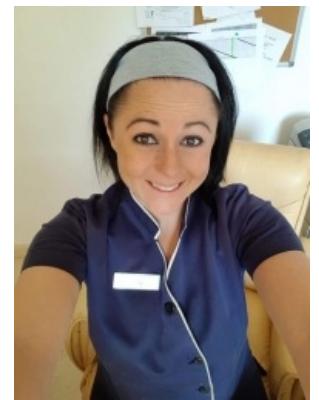
# Curriculum Vitae

**Female**

**D.O.B. 31 March 1987**

**Number of years working in industry:**

**19 years 1 month**



**Candidate ID Number:** 29288

**Nationality:** South African, British

**Language Skills:**

Fluent: English

**Permitted to work in:** South Africa, UK - United Kingdom

**Position Sought:** Regional Senior Manager, Spa Director, Spa Manager, Treatment Manager / Spa Trainer

## Personal Statement

Results-focused Spa Manager with a proven track record of running an organized and successful spa, and achieving high rates of customer satisfaction. Adept at effectively managing spa staff, leading to higher levels of productivity. Dedicated to remaining up to date with the latest spa service offerings and technologies. Bringing forth a commitment to providing clients with the most pleasurable spa experience possible. I have been in the industry for over 10 years and every day something always comes up new and how you handle it is how you think on your feet.

## Employment History:

**September 2018 - Present - Spa Director** at (most recent employer hidden for confidentiality) Cairo , Egypt, (5 Star Hotel Spa)

### Duties included:

Started Semiramis international from 02 September 2018 until now

Reopening of the Spa

Inventory of the operation

Marketing for the spa

Cost and budget for the spa

P&L for the spa

Brand standard SOP

Training for all the staff

Operation overview of the Gym, Pool and Thermal area as well as Spa

Able to do all treatments

Product training

Overlooking full operation including 34 staff

Employment of staff

Handling guest complaints and feedback

## Products worked with:

**March 2016 - September 2018 - Spa Manager** at HILTON luxor spa and resort, Luxor, Egypt, (5 Star Hotel Spa)

**Duties included:**

Employer Hilton Hotel and Spa Luxor (Egypt)

Date of employment 01 April 2016 - Present

Position Spa Therapist

Duties Reception Duties

Assisting with Marketing

Bookings

Micros system - for payments

Manicures and Pedicures

Paraffin, French and normal paint,

Polish pro

Eyelash Extensions

Body Massages

Tinting

Waxing

Facials and Body Treatments

All Hilton Courses that is expected

**Products worked with:**

Opi

BCL

Harris

Phytomer products

**October 2011 - March 2016 - Assistant Manager** at Placecol Irene, Pretoria, South Africa, (Skin Clinic)

**Duties included:**

Reception Duties

Assisting with Marketing

Bookings

Headstart reservations system

Manicures and Pedicures

Paraffin, French and normal paint, and Mediheel

Polish pro

Eyelash Extensions

Body Treatments (Ceya)

Body Massage

Tinting

Waxing

Placecol Facials and Body Treatment

Placecol Spa Packages

All duties required to manage a medium size spa

**Products worked with:**

Placecol

Go Girl Lashes

Medi Heel

polish pro

**March 2009 - October 2011 - Beauty Therapist** at Black Mountain Leisure and Conference Hotel, Thaba Nchu, South Africa, ( Hotel Spa)

**Duties included:**

Shift Reception Duties

All duties relevant to Front Office

Manicures and Pedicures

Paraffin, French and normal paint

Body Treatments

Body Massage

Tinting

Waxing

Ahava Facials and Body Treatments

Spa Packages

All duties required to manage a medium size spa

**Products worked with:**

AHAVA and Essie

**August 2008 - February 2009 - Beauty Therapist** at Therapeutic Skin and Body Salon, Joburg, South Africa, (Skin Clinic)

**Duties included:**

Reception Duties

Client Bookings

Manicures and Pedicures with Specialised treatments

Paraffin, French and normal paint

Body Treatments

Body Massage

Tinting

Waxing

Dermalogica Facials and Body Treatments

Spa Packages

**Products worked with:**

2008 Dermalogica Training:

- Dermalogica Live Day 1 and 2 4-5 August 2008
- Dermalogica Face Mapping 6 August 2008
- Dermalogica Face Treatment 15 August 2008
- Dermalogica Exfoliation 1 September 2008
- Dermalogica Mengeneering 12 September 2008
- Dermalogica Power Regeneration AGEsmart 2 October 2008
- Dermalogica Advance Retail 26 November 2008

**March 2007 - March 2008 - Beauty Therapist** at Umngazi River Bungalows and Spa , eastern Cape , South Africa, (5 Star Hotel Spa)

**Duties included:**

Reception Duties

Client Bookings

Marketing

Manicures and Pedicures with Specialised treatments

Paraffin, French and normal paint

Body Treatments

Body Massage

Tinting

Waxing

Repecharge Facials and Body Treatments

Spa Packages

SPA changed from Repecharge to Elemis. Did product and treatment training accordingly

**Products worked with:**

Elemis and essie

**January 2006 - September 2006 - Beauty Therapist** at Cathedral Peak Vitality Centre, Nataul, South Africa, ( Hotel Spa)

**Duties included:**

Booking appointments

Basic book work and cash-ups

Dealing with all problems and enquiries

Product sales

AHAVA Body treatments

GATINEAU Facial treatments

Facial Treatments

Manicures, Pedicures with French and Paraffin Wax

Tinting

Waxing

Make-up

Exfoliation

Client consultation

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

AHAVA Body treatments

GATINEAU Facial treatments

#### **Education and Qualifications:**

##### **2004 S.A. College of Complementary Therapy Diploma Certification for Beauty Specialists**

S.A. College of Complementary Therapy Diploma Certification for Beauty Specialists

- Anatomy, Physiology and Patho-Physiology
- Professional Conduct
- Business Awareness
- Precautions and safety rules
- Indications and contra-indications
- Sterilization and hygiene
- Client consultation
- Facial and eye treatment
- Client and home care
- Exfoliation
- Lash and brow tinting
- Brow shaping
- Make-up
- Hair removal techniques: hot wax and strip wax
- Manicures and pedicures
- Product training: GATINEAU, SALON PACIFIC, GALVONIC TRAINING,

HIGH FREQUENCY WORKSHOP

##### **2003 MSC**

#### **Product Training:**

##### **October 2012 Placecol - South Africa**

- Placecol Product Knowledge
- Essential Treatment with Soft laser
- Essential Treatment with Microdermalaser
- Active Resurfacing Peel Treatments
- Dr Gobac Treatment & Products
- Sales and canvas
  - Placecol Product Knowledge
  - Essential Treatment with Soft laser
  - Essential Treatment with Microdermalaser
  - Active Resurfacing Peel Treatments
  - Dr Gobac Treatment & Products
  - Sales and canvassing

Go Girl Eyelash Extensions

##### **August 2008 Dermalogica Training: South Africa**

- Dermalogica Live Day 1 and 2 4-5 August 2008&  
All facails of Dermalogina,  
Dermalogica Live Day 1 and 2 4-5 August 2008
  - Dermalogica Face Mapping 6 August 2008
  - Dermalogica Face Treatment 15 August 2008
  - Dermalogica Exfoliation 1 September 2008
  - Dermalogica Mengeneering 12 September 2008
  - Dermalogica Power Regeneration AGEsmart 2 October 2008
  - Dermalogica Advance Retail 26 November 2008

**March  
2007**

**Hot Stone Therapy Massage (includes Cold Marble Therapy) - South Africa**

- Technique of massage
- Benefits of massage
- Indications and contra-indications
- Caring of stones
- Thermotherapy Application

- Technique of massage
- Benefits of massage
- Indications and contra-indications
- Caring of stones
- Thermotherapy Application

**March  
2007**

**Elemis - South Africa**

everything to do with Elemis

everything to do with Elemis

**December  
2005**

**THE NAIL SHOP TRAINING SCHOOL Professional Nail technician Course - South Africa**

- Nail Anatomy and nail disease and disorders
- Acrylic Nail Technology
- Silk Nail Technology
- Fibre Nail Technology
- Gel Nail Technology
- Sterilisation and nail safety
- Business ethics a
  - Nail Anatomy and nail disease and disorders
  - Acrylic Nail Technology
  - Silk Nail Technology
  - Fibre Nail Technology
  - Gel Nail Technology
  - Sterilisation and nail safety
  - Business ethics and customer Liaisons
  - Sales and marketing
  - Nail art and enhancements
  - Business and telephone skills
  - Client interviews and consultations
  - Course includes with 100 hours of practical nail enhancement applications
  - Reservations and Appointments

ITEC Registered Qualification

**June 2005 2005 AHAVA and BERNARD CASSIERE Face and Body Training south Africa**

- Dead Sea Treatments
- Product Training
- Contra-indications and Indications
- Application of the product
- Exfoliation
- Body Wrap
- Facials
- Sales
- Client Consultation&a
  - Dead Sea Treatments
  - Product Training
  - Contra-indications and Indications
  - Application of the product
  - Exfoliation
  - Body Wrap
  - Facials
  - Sales
  - Client Consultation

**March  
2005**

**2005 Myridia Body Massage Course (3 months course with Jenny Green) south africa**

- Anatomy and Physiology
- Aroma oils
- Contra-indications and indications to the massage

Basic oils

- Anatomy and Physiology
- Aroma oils
- Contra-indications and indications to the massage

Basic oils

**January  
2004**

**S.A. College of Complementary Therapy Diploma - south africa**

2004 S.A. College of Complementary Therapy Diploma

Certification for Beauty Specialists

- Product training: GATINEAU, SALON PACIFIC, GAL

Anatomy, Physiology and Patho-Physiology

- Professional Conduct
- Business Awareness
- Precautions and safety rules
- Indications and contra-indications
- Sterilization and hygiene
- Client consultation
- Facial and eye treatment
- Client and home care
- Exfoliation
- Lash and brow tinting
- Brow shaping
- Make-up
- Hair removal techniques: hot wax and strip wax
- Manicures and pedicures

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

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