

# Curriculum Vitae

**Female**

**Number of years working in industry:**

**21 years 7 months**



**Candidate ID Number:** 31448

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Spanish

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

**Position Sought:** Spa Consultant, Spa Director, Spa Manager, Spa Co-ordinator, Treatment Manager / Spa Trainer, College Tutor, Area Sales Representative

## Personal Statement

I am an enthusiastic, motivated, strategic Manager with excellent client relationship building skills.

My Strengths are focused in having awareness of my business dynamic and ensuring analysis of competitors to have a sustainable profitable business.

I focus on high quality customer care ensuring that customers receive an outstanding service beyond their expectations.

My goals are to always be successful and take pride in everything I do to make my business grow.

Seeking work in national and international locations

## Employment History:

**July 2016 - Present - Spa Manager** at (most recent employer hidden for confidentiality) Edinburgh, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

- Managing a team of 15 staff including fitness instructors, spa attendants, spa therapists, receptionists and an assistant spa manager.
- Turning the business around from relying on Third Party Revenue to targeting the Guerlain Specific Market and in turn increasing the profitability
- Working closely with our marketing team to execute my yearly marketing plan to drive business to full potential
- Driving a membership base for Gym and Fitness locally
- Working with Guerlain and our external spa management team providing reports and analysis on the business to drive this to full potential
- Forecasting, budgeting, kpi's, cost and target management
- Responsible for Health and safety and all departmental S.O.P's
- Managing and delegating my team effectively to complete all HR procedures necessary for the department

## Products worked with:

Guerlain

**February 2013 - July 2016 - Spa Manager** at Virgin active, Edinburgh , UK - United Kingdom, (Health Club)

### Duties included:

- Responsible for the running and operation of a 6 treatment room Spa with a team of 5 staff
- Maximizing Business constantly to ensure we hit budget on a monthly basis
- In charge of Stock control and ordering
- KPI and forecasting reports on a weekly/daily basis ensuring my team reach target
- Rota Planning for all my staff ensuring to work this around the business needs
- Training new and existing staff in Treatments and Spa Protocols
- Managing Spa Reception and implementing all s.o.p's for this area
- Performing Espa, St Tropez, Australian Body care, Lycon and Jessica treatments
- Marketing the spa internally and externally using strategic planning to maximize revenue

**Products worked with:**

Espa, Australian body care, Lyon, Jessica, St Tropez.

**July 2010 - January 2013 - Head Therapist** at The Blythswood Square Hotel, Glasgow, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Key member in the Pre-Opening team of a brand new 5 Star award winning spa, Responsible for managing the set-up of the Treatment Floor
- In charge of the monthly stock take and ordering of the whole spa retail and Professional products, this includes inputting all stock data into the system monthly Ensuring budgets were met
- Performing Training Sessions for new and existing Therapists on a regular basis
- carrying out Anne Semonin, ILA, Fake Bake and Leighton Denny Treatments
- Responsible for the day to day operations of The Treatment Floor and standards
- In charge of retail sales targets for the whole spa, which doubled in my time there
- Taking part in weekly forecasting meetings to provide a better understanding of The Spa revenue and brain storming to provide goal plans to reach targets

**Products worked with:**

Ila, Anne Semonin, Leighton Denny

**June 2009 - June 2010 - Spa Therapist** at The Elysium Hotel, Paphos, Cyprus, (5 Star Hotel Spa)

**Duties included:**

Advanced Espa Therapist.

**Products worked with:**

Espa, Jessica, Vichy.

**August 2007 - June 2009 - Spa Therapist** at The Gleneagles Hotel, Auchterarder, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- Being part of a multi-million award winning spa and pre-opening team at Gleneagles
- Was a fantastic experience for me. It provided me with a great education into the
- Process Involved with opening a brand new Espa Branded spa.
- At Gleneagles I qualified in all levels of Espa treatments up to Ayurvedic level with distinctions. This opened up my treatment field to a very advanced level allowing me to be more connected with Ayurvedic philosophy when treating my clients.
- We were a team of 35 Therapists and 20 treatment rooms so a very busy operation.

**August 2006 - August 2007 - Spa Therapist** at Cliff Bay Hotel, Funchal, Madeira, (5 Star Hotel Spa)

**Duties included:**

Spa Therapist

**April 2005 - August 2006 - Spa Therapist** at De Vere Carden Park Hotel, near Chester, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

Spa Therapist

**May 2004 - April 2005 - Complementary Therapist** at Moray Leisure Centre, Elgin, UK - United Kingdom, (Day Spa)

**Duties included:**

Complementary Therapist

**Education and Qualifications:**

**2004 Moray College**

HND Complementary Therapies

- Advanced Aromatherapy
- Advanced Swedish massage
- Advanced Reflexology
- Facial Manual
- Diet and Nutrition
- Anatomy and physiology
- Chemistry level 2
- counseling up to stage 3 of the Egan module
- Psychology levels 1 and 2
- Indian Head Massage
- Motivating Your Team Level 1
- Anne Semonin Training complete
- ILA Training complete
- Leighton Denny Training Complete
- Fake Bake Training Complete
- Artistic Nails Training Complete
- Manicure and Pedicure Practitioner Diploma
- Vichy Shower Training
- Espa up to Ayurvedic Training completed, all with Distinction
- St Tropez spray tanning training complete
- ABC Warm Waxing Training
- Reiki Level 1

**1992 Auchterarder High school**

English, maths, Biology, French, Art and design, Home Economics.

**Product Training:**

**February 2016**      **Espa**

Gleneagles Hotel. By Espa.

Trained to Ayurvedic level.

**August 2010**      **Ila**

The Blythswood square Hotel by Ila.

All Ila treatments.

**August 2010**      **Anne Semonin**

The Blythswood Squre Hotel by Anne Semonin Trainer.

All Anne Semonin facials and body treatments.

**July 2010 Leighton Denny**

The Blythswood square hotel. By Leighton Denny Trainer.

All Leighton Denny manicures, pedicures and retail

**Vocational Qualifications**

First aid.

Pool Attendant

**Hobbies and Interests**

I enjoy cycling on a daily basis also keeping fit and active in the gym. When I travel to hotter countries I enjoy snorkelling, water sports and exploration. I am very interested in cultural places, architecture and history and love to try new things.

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

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