

Curriculum Vitae

Female

Number of years working in industry:

14 years 8 months



Candidate ID Number: 34046

Nationality: British

Language Skills:

Fluent: English, French

Basic: Dutch, German, Spanish

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Assistant Manager, Holistic Therapist, Complementary Practitioner, Complementary Therapist, Yoga / Pilates Teacher, Naturopath

Personal Statement

Passionate about Spa and Wellness, providing outstanding guest service and hospitality, as well as leading teams towards success.

Versatile, adaptable and organized, I am able to see the big picture and look for innovative solutions whilst remaining on top of the details and being committed to enhancing customer satisfaction, team morale, revenue performance and meeting targets. Accustomed to dealing with high profile guests.

I am an experienced, versatile leader, having worked in luxury hotel resorts, spas and health retreats all around the world.

Employment History:

July 2017 - Present - Wellness Manager, Yoga Teacher, Complimentary Practitioner at (most recent employer hidden for confidentiality) Algarve, Portugal, (Hotel Spa)

Duties included:

Responsibilities:

- Overseeing the structure, booking and day to day running of holistic health and yoga retreats. According to the Sunday Times 'One of the Top 10 Detox Retreats in the World.'
- Teaching morning yoga classes and evening meditation sessions as well as holding workshops on health related subjects for the guests.
- Responsible for guiding and mentoring the guests throughout their programs. Creating menus for juices and healthy vegetarian meals.
- Conducting and promoting private sessions in reiki, naturopathy, iridology as well as cross referring to other practitioners as appropriate.
- Driving revenue through various marketing activities including local outreach, creating and managing content for social media and newsletters.

Achievements:

- Created new and successful juice menu. Increased Instagram and Facebook followers by almost 50% and also increased bookings through newsletters and targeting repeat guests.

August 2016 - July 2017 - Spa Manager at Rocco Forte Hotels, Edinburgh, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Responsibilities:

- Overall management and performance this 5 Star hotel Spa in the heart of the Scottish capital city.
- Managing all facilities and activities within the Spa, including 5 treatment rooms, gym, swimming pool, steam room and sauna, 17 team members and membership of around 250 Spa members.
- Developing the team, providing leadership, direction and support and ensuring they provide exceptional guest service.
- Ensuring departmental goals and targets are achieved including optimum profitability.
- Preparing monthly reports for the General Manager and regional Spa Director to incorporate information on achievement of targets, Spa operation, Spa trends and current projects.
- Ensuring service quality and maintenance of the Spa product in keeping with RF Operating Standards
- Developing training plans and ensuring all employees are trained and developed to meet the needs of the business.
- Ensuring compliance to Health and Safety standards and HR policies and procedures.
- To oversee weekly schedules, attendance sheets, sick leave and holiday arrangements.
- Liaise with Sales and Marketing team to create and advertise promotions and PR strategy.

Achievements:

- Increased Spa memberships by 14% during my tenure.
- Team member retention also increased as well as working with maintenance to achieve a revamp of the whole facility in terms of decorations, walls and woodwork.

Products worked with:

- ESPA
- Spiezia
- Forte Organics
- Jessica nails

December 2013 - May 2016 - Complementary Practitioner at Conrad Maldives Rangali Island, Ari Atoll, Maldives, (5 Star Hotel Spa)

Duties included:

- Actively promoting, booking and performing Holistic sessions including Naturopathy, Iridology, Ear Candling, Nutritional Counseling, Herbal Medicine, Body Composition Analysis, Holistic Massage, Ear Acupuncture, Fire Cupping, Reiki, Bach Flower Essences.
- Giving advice on health issues, herbal and nutritional supplements to enhance the guest experience for beauty, relaxation, and wellbeing and cross sell and promote other therapists as appropriate, advising guests on appropriate Spa treatments, diet and nutrition, lifestyle activity classes, home care and retail products
- Helping Spa trainers analyse training needs and prepare suitable training programs.
- Conducting training of Team Members in other applicable departments in order to increase their knowledge and ability to effectively promote these Spa services to guests.
- Achieving monthly retail and treatment targets.
- Writing articles for the Conrad Rangali in-house magazine and Facebook page to explain or promote Naturopathic services or give lifestyle advice.
- Keeping up to date with new retail products on the market and bringing the necessary products to Conrad Maldives to promote and sell.
- Teaching group and private yoga classes when resident yoga instructor was away.

Products worked with:

Eminence

Mediherb

Lifespan

November 2015 - May 2016 - Spa Manager at Conrad Maldives Rangali Island, Ari Atoll, Maldives, (5 Star Hotel Spa)

Duties included:

- Motivating, encouraging and driving the spa team, maintaining the correct level of professionalism and qualified personnel, overseeing all facilities and activities within the two Spas in this 5 Star luxury resort - total 13 treatment rooms.
- Driving Spa treatment and retail revenue.
- Responsible for operating budget in excess of \$2 million annually.
- Training, development, motivation, appraisal and discipline of the entire Spa team (headcount of 30).
- Ensuring all maintenance issues were resolved and that both Spas complied with hygiene, cleanliness and health

- and safety standards.
- Creating and updating spa menus, special promotions, flyers, packages and other Spa collateral.
- Maintaining rotas, vacation planners, SOPs, job descriptions and performance management information.
- Handling VIP guests and complaints, upgrading sales.
- Being aware of our guests' preferences and meeting with them to ensure that we reach and exceed their expectations and needs and that we all do our best to delight our guests.
- Ensuring the Spa booking system was operated in accordance with department procedures, including guest billing, scheduling and upselling of services.
- Ensuring prompt, efficient and responsive service to all Spa guests, to achieve a high level of guest satisfaction as well as profitability in an environment of high team morale.
- Conducting daily team briefings and monthly team meetings and social activities.
- Purchasing Spa professional and retail products, equipment and overseeing monthly stocktake.

Achievements:

- Liaised with engineering to organise and complete major renovation works of both Spas including reworking of all carpentry in both Spas – floors, doors, tables, chairs, desks, locks etc.
- Refined the stocktaking process to become simpler and more accurate as well as effectively reducing cost of overstocked inventory by 30% within 6 months.
- Implemented feedback forms for guests to complete after treatment to gauge guest satisfaction as well as generate ideas for improvements and also share motivating positive feedback with the team – positive impact upon our customer feedback score and team motivation.
- Spa had been fragmented from Front Office. Worked with GSA manager to organize teambuilding activities and an improved incentive to increase GSA bookings and relations.
- Significantly improved team motivation, morale, positivity and team spirit by disciplining those team members not performing and rewarding accomplishments for retail sales, treatment upselling and positive guest comments.
- Revised Spa treatment menus, combining two menus into one, slimming down an over extensive menu and also helping to reduce inventory.
- Successfully promoted our Spa team within the hotel to win three Employee of the Month awards for the resort within 6 months (previously Spa had not been successful for 4 years) – improved team morale that integration within the hotel improves and Spa is recognized. We also won Employee of the Year (not won by Spa for 4 years!)
- Reduced average outstanding leave balance from 21 days to 12 days per team member.

Products worked with:

- Elemis
- Valmont
- Terrake
- Thalgo
- Eminence

December 2014 - November 2015 - Assistant Manager at Conrad Maldives Rangali Island, Ari Atoll, Maldives, (5 Star Hotel Spa)

Duties included:

- Assisting the Spa Manager with managing operations and a team of 30 staff, including driving revenue, managing attendance, staff performance, daily and monthly team meetings, reporting on KPIs, staff commission, ordering and managing operating and retail inventory, handling advance bookings via email, budgeting, staffing, marketing, training, facilities management.
- Meeting with the guests and ensuring they have a good experience of Spa.
- Consistently exceeding retail sales targets: 135% over target for the year.
- Maintaining relationships with our suppliers and keeping abreast of new products to bring to Spa.
- Conception, initiation, research and presentation to Senior Management team of a Wellness project to enhance our Wellness offerings at the resort and tap into the vast Wellness Tourism market.
- Continuing to see guests for Holistic Health sessions and all duties of Resident Naturopath outlined below.

Products worked with:

- Elemis
- Valmont
- Terrake
- Thalgo
- Eminence

February 2013 - August 2013 - Yoga / Pilates Teacher at Sivananda Yoga, Trivandrum, India, (Health Club)

Duties included:

- Teaching and assisting yoga classes for both beginners and intermediates
- Creation of a botanical medicinal garden for the ashram, including identifying, gathering, planting and creating signs and documentation for over 100 regional Ayurvedic herbs in consultation with the resident Ayurvedic doctor.

November 2012 - February 2013 - Complementary Practitioner at Health Oasis, Ko Samui, Thailand, (Health Club)

Duties included:

Ensuring the wellbeing of the guests during their stay, including:

- Being on hand to offer professional advice and guidance during the juice fasting / detox process, conducting orientations and introductions to the program.
- Gathering feedback from guests and liaising with the owner to solve any guest concerns.
- Upselling treatments and supplements & offering private sessions in naturopathy, reiki, nutrition, massage.

November 2010 - November 2012 - Complementary Practitioner at Treat the Body Naturally, London, UK - United Kingdom, (Home/Mobile)

Duties included:

- Running my own company providing natural healthcare solutions & designing bespoke treatment programs for my clients including dietary plans, herbal tinctures, nutritional supplements, fasting and colon cleansing protocols, juicing, reiki, massage and lifestyle advice. Experienced in treating a wide range of health conditions incl. Digestive Issues, Fatigue, Skin Conditions, Sleep Disorders, Stress and Anxiety, Urinary Health, Weight Control, Women's Health and more.
- Freelance work teaching workshops on massage to groups of 20+ people and providing massage therapy at local 4* & 5* Hotel Spas. Also worked freelance for a Herbal Apothecary making herbal medicines, ensuring the smooth running of the shop and clinic, providing over the counter advice and private consultations in Naturopathy and Herbal Medicine as well as providing education herb walks in the local area; selling & prescribing herbal medicines and natural supplements; creating treatment plans including lifestyle and nutritional advice.

Education and Qualifications:

2010

- Naturopathic Diploma (ND) & Diploma Herbal Medicine College of Naturopathic Medicine, London (2010)
- PTTLS Adult Teaching Training Certificate – Richmond Adult and Community College, London (2012)
- Yoga Teacher Training Certificate – Yoga Alliance 200hr – Hatha Yoga - Sivananda Ashram, India (2013)
- Yoga Teacher Training Certificate – Yoga Alliance 200hr – Vinyasa Flow - Frog Lotus Yoga, Spain (2015)
- ITEC Diploma in Holistic/Swedish Massage – St Mary's University College, London (2011)
- Deep Tissue Massage, Pregnancy Massage, Seated Acupressure Chair Massage, Indian Head Massage, Hot Stone Massage – Gateway Workshops, London (2011/2012)
- Reiki 1, 2 & 3 – London College of Spirituality (2012) & Creative Yoga School, Ko Samui (2013)
- Advanced Diploma in Iridology – Guild of Naturopathic Iridologists - in progress
- BSc(Hons) Environmental Science, University of East Anglia, 2:1
- 3 'A' Levels & 10 GSCE's (High School).

2011 St Mary's University College

ITEC Body Massage

2010 College of Naturopathic Medicine

- Diplomas in Naturopathy and Herbal Medicine

Vocational Qualifications

- Advanced Scuba Diver with 90 dives
- Good IT skills (worked in IT previously)

Hobbies and Interests

- Yoga, herbs, nutrition, walking out in nature.
- Playing guitar and singing; scuba diving, travel.
- Languages: fluent in French as well as native English; basic Dutch, German and Spanish.

CV created at www.spastaff.com

