

Curriculum Vitae

Female

Number of years working in industry:

6 years 7 months



Candidate ID Number: 34646

Nationality: Greek

Language Skills:

Fluent: English, Greek

Basic: French

Permitted to work in: European Union, UK - United Kingdom

Position Sought: Spa Consultant, Spa Manager, Area Sales Representative, Membership Sales Professional

Personal Statement

Quality manager driven to keep sales levels up and costs down, while maintain the higher standards of customer service.

Seeking work in the London UK.

Employment History:

November 2014 - November 2016 - Spa Manager at (most recent employer hidden for confidentiality) St James place, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Day to day operation of the Health Club and Spa Treatments
- Ensure the highest levels of the department presentation
- Assist and comply with Health and Safety regulations
- Deal with all membership queries, bookings
- Prepare Annual Budget
- Prepare Sales and Marketing Plan of the year
- Prepare sales and revenue reports and report to the Financial Controller
- Develop variety of promotions to stimulate sales
- Attend hotel events to maintain healthy relationship with existing and potential clients
- Achieve financial objectives by monitoring product, membership sales and treatment bookings
- Reviewing sales reports and developing strategies to improve departmental and hotel services
- Conduct tour for VIPs', journalist and prospective clients
- Ensure that the five star guest relations and Hotel and Spa brand standards are being maintained at the highest level at all times

Products worked with:

Lycon, Dermalogica, Thalgo, Ligne St Barths, Environ

Career Break - Training - industry-related

June 2011 - November 2014 - Spa Supervisor at Divani Apollon and Thalasso, Athens, Greece, (5 Star Hotel Spa)

Duties included:

- Supervised a team of four Beauty therapists
- Responsible for the staff rotation/ holidays scheduled
- Ensure they receive ongoing training
- Encourage and ensure staff presentation
- Ensure that all protocols and policies are followed
- Delivered five star customer service in all aspects of beauty therapy
- Increased productivity by using promotional techniques with a selected team of colleagues
- Participated in spa events to promote spa facilities to existing and fresh clients
- Exceed sales targets in both treatment and retail sectors

Products worked with:

Thalgo. Ligne St Barths, Lycon

May 2010 - November 2010 - Membership Sales Professional at Grand resort Lagonissi, Athens, Greece, (5 Star Hotel Spa)

Duties included:

- Received first class training in Hotel Membership sales
- Dealing with demanding clientele's enquiries
- Was member of the VIP "promoting membership sales" team
- Promoted the hotel facilities as spa, cinema, restaurants, season private and family memberships
- Organized beauty & wellbeing packages, spa dining menus in conjunction with the Chef
- Seeking customer feedback and reported to Sales and Marketing Executive

Products worked with:

Henry Chenot

March 2009 - November 2009 - Spa Supervisor at Grand Resort Lagonissi , Athens, Greece, (5 Star Hotel Spa)

Duties included:

- Ensure that weekly and monthly targets are achieved
- Encourage sales
- Prepare KPI's and maintain revenue
- Ensure all invoices and documents are being held in the office.
- Maintain the highest visual presentation of the department
- Ensure maintenance log is up to date

Products worked with:

Henry Chenot

Education and Qualifications:

2008 Ipokratis College

NVQ3

spa sales, beauty therapy

2008 Ippokratis College , Greece

NVQ3

Beauty Therapy

2008 Ipokratis College

2005 Kalivia thorikou

Product Training:

June 2011 Dermalogica, Thalgo,Lingne St Barth, Environ

Ippokratis College, Greece

Dermalogica College, Surrey

Thalgo College, Athens Greece

Ligne St Barth, Athens

Environ, London

Thalgo marine body treatments, scrubs and wraps and facial treatments full product range and thalgo sales.

**March
2011**

Thalgo, Ligne St Barth

Athens Ipokratios College

Thalgo marine facial, body treatments

Vocational Qualifications

- First Aid, Thalgo expert, Dermalogica expert, Lycon wax
- Microsoft Office (Word, Excel, PowerPoint, Outlook, Internet)

Hobbies and Interests

watersports, running, travelling, skiing

CV created at www.spastaff.com

