

# Curriculum Vitae

**Female**

**D.O.B. 22 November 1990**

**Number of years working in industry:**

**5 years 2 months**



**Candidate ID Number:** 37101

**Nationality:** British

**Language Skills:**

Fluent: English

Basic: Spanish, French

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

**Position Sought:** Spa Manager, Salon Manager, Spa Co-ordinator, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Skin Clinic Therapist, Massage Therapist, Holistic Therapist, Receptionist

## Personal Statement

I believe effective communication to be the foundation to success within all establishments. I have acquired Excellent communication skills which has given the ability to function on own initiative and as part of a team.

Seeking work in national and international locations

## Employment History:

**July 2015 - June 2016 - Assistant Manager** at (most recent employer hidden for confidentiality) Celebrity Cruise Lines, (Cruise Ship)

### Duties included:

Assist in Management of a team of 32 staff,

team trainings on sales, treatment procedures, customer service, effective communication, plus safety and hygiene.

in charge of work rota for all team and to comply with MLC policies.

stock control - inventory, rotation, emergency stock orders.

Maintenance of Spa, Salon and fitness center.

target setting and goals for team and follow up.

Staff appraisals and warnings in some cases.

standing in as Spa Director in times of Spa Directors absence.

### Products worked with:

Voya,

Environ,

Luzern

Red Flower,

Kerastase,

Moroccan Oil.

**October 2014 - May 2015 - Spa Manager** at Steiner Trans Ocean, USA/ Caribbean/ Europe, (Cruise Ship)

**Duties included:**

Sole Responsibility onboard for Spa, Salon & Fitness Center.

Reporting daily, weekly to head office via emails conference calls.

Keeping professional relationships with onboard management and crew.

working with all ship revenue areas to cross promote and enhance overall sales on cruise line.

staff development.

guest interaction, communicating with guest best treatments exclusive offers, dealing with any guest enquiries/complaints within a timely and effective manner.

stock - inventory, rotation, orders.

team work rota.

target planning and forecasting.

**Products worked with:**

Elemis,

Ionithermie,

La Therapie,

Bliss,

**December 2011 - September 2014 - Senior Therapist** at Steiner Trans Ocean, USA/ Caribbean/ Europe, (Cruise Ship)

**Duties included:**

Deliver Exceptional Service to all Guests.

Following all correct procedures.

Time Management.

Sales.

Consultation, Homecare advice to best treat their needs.

Participating in All Team trainings.

Adhering to all rules and regulations.

Reception Duties.

Promoting Spa at events.

**Products worked with:**

Elemis,

La Therapie,

Inoithermie,

Bliss.

**December 2010 - November 2011 - Massage Therapist** at Q Hotels, Stretton, Warrington, UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

All Beauty and Massage treatments.

Tours of health club facilities to all guest upon arrival.

Reception Duties.

Interact with both day visitors and regular visitors building rapport and introducing treatments of spa to them.

Consultations, homecare solutions.

general cleaning of spa and surrounding areas.

Take part in all training sessions.

**Products worked with:**

Elemis,

St Tropez,

Guinot,

Jessica,

**Education and Qualifications:****2016 Celebrity Cruise Lines**

Certificate

Crowd Management

Security Awareness

Basic Safety Training

STCW Training

**2014 Steiner Training Academy, London**

Certificate

- Steiner Management training course

- Spa Management 5 Day advanced course

**2011 Riverside College; Widnes England.**

Level 3 Diploma in Complementary therapies techniques NVQ Level 3 in Beauty Therapy Level 3 Diploma in anatomy and physiology Level 3 Diploma in Health, Safety, security and employment standards Level 2 Certificate in Nail Technology Level 2 aw

Level 3 Diploma in Complementary Therapies Techniques

- principles and practices of complementary therapies - provide body massage for complementary therapies - provide aromatherapy for complementary therapies - provide reflexology for complementary therapies - health, safety and hygiene for complementary therapies - knowledge of anatomy, physiology and pathologies.

NVQ Level 3 in Beauty Therapy

- improve the appearance of the skin using micro dermabrasion - contribute to the financial effectiveness of the business - ensure your own actions reduce the risks to health and safety - epilate the hair follicle using diathermy, galvanic and blend techniques - improve body condition using electro therapy - improve face and skin condition using electro therapy - promote additional products or services to clients - provide head and body massage treatments.

Level 3 Diploma in Anatomy and Physiology

- exhibit knowledge of anatomy and physiology of skin and hair - exhibit knowledge of blood and lymphatic systems - exhibit knowledge of digestive and excretory systems - exhibit knowledge of endocrine and reproductive systems - exhibit knowledge of muscles and nervous system - exhibit knowledge of respiratory and olfactory system - exhibit knowledge of skeleton and joints.

Level 3 Diploma in Health, Safety, Security and Employment Standards

- support employment standards - support health, safety and security in the workplace.

NVQ Level 2 Certificate in Nail Technology

- provide manicure treatments - provide a nail technology service (acrylic nails)

Level 2 Award in Understanding Health Improvement

### **2009 St. Helens College**

NVQ Level 2 in Beauty Therapy (VTCT)

NVQ Level 2 in Beauty Therapy

- improve and maintain facial skin condition - extend maintain and repail nails ( Gel Nails) - provide eyelash and eyebrow treatments - remove hair using waxing treatments - provide manicure treatments - provide pedicure treatments - ensure your own actions reduce the risks to health and safety - promote additional products or services to clients - develop and maintain your effectiveness at work.

### **2007 Prescot School**

GCSE's

Maths, English, Science, French, Drama, Physical Education, Humanities.

OCR's

Level 2 Keyskills in Communication

Level 2 Keyskills in Literacy

### **Product Training:**

#### **November 2013 La Therapie**

Steiner Training Academy, London.

La Therapie skin care

Treatment procedures

product uses

skin care seminars on specific skin conditions

Contra indications

#### **January 2013 Elemis Phase 1 - Face and Body**

Steiner Training Academy, London.

Elemis facials -

- Tri Enzyme Facial

- Pro Collagen Quartz lift Facial

- Oxydermy Facial

Elemis Body -

- Seaweed Wraps

- Lime & Gingel Salt Glow Scrub

- Face & Body Sensation

- Deep tissue massage

- Bamboo Massage

#### **December 2011 Ionithermie**

Steriner Training Academy, London.

Ionithermie Cellulite reduction treatments,

treatment procedures,

Contra indications,

Treatment timings,

health seminars on detoxification,

before and after home care,

Duration of homecare,

Cellulite stages and effects on body.

## **Hobbies and Interests**

reading many books and health studys, cycling and swimming.

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

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