

Curriculum Vitae

Female

D.O.B. 31 August 1984

Number of years working in industry:

13 years 10 months



Candidate ID Number: 39323

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Salon Manager, Assistant Manager, Area Sales Representative

Personal Statement

I am a professional, efficient, reliable individual with a wealth of experience when it comes to customer service.

I am reliable, work well in a team and always go that extra mile to achieve goals.

Seeking work in national locations and cruise ships

Employment History:

July 2015 - November 2016 - Beauty Therapist at (most recent employer hidden for confidentiality) Stowmarket, UK - United Kingdom, (High Street Salon)

Duties included:

Meeting and greeting clients in a friendly, professional manner.

Re booking clients and calling the day before to confirm booking.

Carrying out full consultations with clients and carrying out treatments

Stock take and orders

Monthly meetings with the team to talk about targets etc

Offers and promotions, advertising on social media etc

General cleaning duties

Answering the telephone, talking about treatments and booking the clients in

Selling products, upselling treatments and hitting targets

Products worked with:

Elemis

E'spa

Pevonia

Dermalogica

Shellac

OPI

Jessica

St Tropez

February 2013 - July 2015 - Spa Manager at Suffolk Golf & Spa Hotel, Bury St Edmunds, UK - United Kingdom, (Hotel Spa)

Duties included:

Answering a busy telephone and making appointments for customers

Carrying out treatments with the highest degree of customer satisfaction

Stock order and order taking

Attending a weekly HOD meeting to discuss targets with other departments within the hotel.

Ensuring targets are hit

Products worked with:

Elemis

Jessica

Mii

June 2009 - January 2013 - Beauty Therapist at Clarice House, Bury St Edmunds, UK - United Kingdom, (Hotel Spa)

Duties included:

Meeting and greeting clients

Answering a busy telephone and booking appointments for customers

Carrying out treatments with the highest degree of customer satisfaction

Walking around the spa, saying hello to guests and making sure everyone was happy.

Poached to become a Spa Manager

Products worked with:

Germaine de Cappuchini

E'spa

Gelish

OPI

June 2005 - April 2009 - Receptionist at Marriott Hanbury Manor, Hertfordshire, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Meeting and greeting clients

Answering a busy telephone and putting customers through to the correct department

Taking bookings and payments

Being the first point of contact so looking my absolute best and remaining professional at all times.

September 2002 - May 2005 - Beauty Therapist at Mark Warner, Europe, Greece, (Hotel Spa)

Duties included:

I worked seasons for Mark Warner Holidays

Greece, Kos and the French Alps

Carrying out the best treatments to the Mark Warner clients.

Products worked with:

Elemis

Dermalogica

OPI

Education and Qualifications:**2002 West Suffolk College**

NVQ level 2 & 3

Beauty Therapy Course

2000 Sir John Talbots

9 GCSE's C-E

Hobbies and Interests

I am in to scuba diving when I am away, anything to do with water, swimming etc. I am trying to get in to running, I am not keen but I do love the feeling once I'm done. Hoping that I will grow to like it.

I also love to read, I get really stuck in to a book and always enjoy them.

CV created at www.spastaff.com

