

# Curriculum Vitae

**Female**

**Number of years working in industry:**

**30 years 3 months**



**Candidate ID Number:** 42425

**Nationality:** British, South African

**Language Skills:**

Fluent: English, Afrikaans

**Permitted to work in:** South Africa, UK - United Kingdom

**Position Sought:** Spa Consultant, Regional Senior Manager, Spa Director

## Personal Statement

I am a seasoned spa director looking for a long term commitment as I am a dedicated person as can be seen by my current employer whom I have been with for 8 years now

I am hard working, proactive, creative and have excellent leadership skills

I am experienced in customer care and believe in a one to one relationship with all my customers and staff to create the perfect spa environment

I have a successful financial track record with references on request

My creative skills have been successfully implemented through continual spa menu development at all the properties I have been involved at the highest level

My internal sales and marketing skills lead to a profit not only in season but out of season too

I have progressed through the Wellness industry from therapist, to tutor and trainer, to product manager and product development of my own personalised brand, to Spa Director and Group Spa Director which I believe has developed my character and managerial skills

## Employment History:

**November 2009 - Present - Spa Director** at (most recent employer hidden for confidentiality) Stellenbosch, South Africa, (5 Star Hotel Spa)

### Duties included:

Focusing primarily on Spa Operations entails the following:

Working in a salon is not as glamorous as everyone thinks. It's hard work. Managing a spa is even harder and it takes a blend of experience, teamwork, great business skills and organizational acumen to ensure that the Spa is an oasis for tired and stressed clients, and a financially viable business.

My knowledge, experience and nurturing nature, professionalism and passion for people has come into its own in creating an environment where people can escape from the routines of life.

My management style is firm but fair, approachable but commands respect. My job description and responsibilities within the spa industry has been:

- A proven track record within the spa industry
- Teaching, training and lecturing within the industry at the highest levels
- Proven leadership ability and experience
- Management of a large team (45 people across 3 spa's)

- Professionalism and confidentiality regarding all management decisions and operations
- Organizational experience with regards to:
  - Staff scheduling
  - Financial control
  - Stock control
  - Recruitment
- Disciplined with high standards and the ability to lead by example
- The highest standards of honesty, courtesy, consideration and promptness and impartiality with employees and the public.
- Exceptionally high standards of hygiene within the spa and the personnel with regular inspection visits and documentation thereof.
- Staff promotion and motivation from within following growth
- Dealing professionally with customer complaints

**Products worked with:**

- Aromatherapy Associates
- Bio-Therapeutic
- Margaret Dabbs
- Black Pearl
- Carol Joy
- Mama Mio
- Swiss Perfection
- Vita Liberata Sun Care

**April 2003 - April 2006 - Spa Director/Spa consulting/College Tutor** at Sanctuary Spa Group/Isa Carstens Skin Academy, Cape Town, South Africa, (5 Star Hotel Spa)

**Duties included:**

Lecturing 3rd year students at Isa Carstens Academy in Spa Management

Joined The Sanctuary Spa Group as the Group Spa Director

- Responsible for the operations of Image Institute Newlands & JHB ([www.imageinstitute.co.za](http://www.imageinstitute.co.za)), The Sanctuary at the Twelve Apostles ([www.12apostleshotel.com](http://www.12apostleshotel.com)) and Bushmanskloof Spa for The Red Carnation Hotel Group
- Product, treatment and training development of our own product, Moya (now in Woolworths) and in Spas and retail outlets thro out South Africa ([www.moyasan.com](http://www.moyasan.com))
- The development and implementation of Sanctuary Certificate of Standards, which is internal therapy standards and procedures.
- Consulting to The Saxon, Johannesburg, for all operational requirements for The Saxon Spa and Studio (opened 2006)

**Products worked with:**

Clarins

Dermalogica

Moya (my own product)

**Career Break** - Studied Nutritional amd Progressive Health - Diploma

**April 2000 - April 2003 - Spa Consultant** at Freelance, Cape Town, South Africa, (Home/Mobile)

**Duties included:**

Full spa consulting services to the following projects:

- Romney Park,
- Arabella
- River Manor Spa (part owner),
- Perfect Health Spa,
- Votré Health Spa,
- The Image Institute.
- Conducting Aromatherapy workshops, South Africa

**April 1997 - April 2000 - Spa Manager** at Royal Swazi Sun, Manzini, Swaziland, (5 Star Hotel Spa)

**Duties included:**

My primary focus was to assist in set up and development of a new spa at the hotel in the following areas:

- Marketing & promotions
- Client complaints & customer service
- Development of Spa programmes
- Pricing of services and treatments
- Stock control & ordering
- Spa hygiene & maintenance
- Health & safety
- Policy & procedure manual implementation
- Planning retail sales
- Maximize bookings for the week
- Avoid a drop in sales during the off-season
- Agreed expense and revenue budgets with a monthly review for first 6 months and thereafter every 3 months

**Products worked with:**

Guinot

Phytomer

Dr Haushke

Matis

Decleor

**April 1992 - April 1997 - Beauty Therapist** at High Rustenberg Hydro, Stellenbosch, South Africa, ( Hotel Spa)

**Duties included:**

- Lectured for International Academy of Health & Skin Care - Tutor
- Gym instructor at High Rustenberg Hydro
- Therapist at High Rustenberg Hydro, South Africa and eventually promoted to manageress 1995-1997

**Products worked with:**

Decleor

Clarins

Guinot

Environ

Eve Taylor

**Education and Qualifications:**

**1990 Isa Carstens Skin Care Academy**

CIDESCO and British Confederation (CIBTAC and BABTAC)

- Advanced Health & Skin Care Therapy (Honours)
- Advanced Clinical Aromatherapy (Eve Taylor, London)
- ETA (Exercise Teachers Association)
- Reflexology (International Institute of Natural Therapy, London)
- Advanced Electrical Epilation and Cauterization
- C.I.D.E.S.C.O (International)
- Advanced Aesthetics Diploma (London)

Extra:

- 1996: Bach Flower Remedies
- 1997: Western Cape Training Centre: Certificate in Modern Supervision
- 2000: Natural Health & Nutrition Home Study Course by Mary Ann Shearer accredited by Wits Technicon
- 2003: Customer Care Training Workshop

- 2004: Time Management Workshop
- 2005: Interviewing Skills Training
- 2007: Nutritional and Progressive health Studies. Certificate for nutritional and lifestyle counselling
- 2008: Eco health Studies. Certificate.

**1987 La Rochelle Girls High School**

Finished high school with a university pass

Biology

English

Afrikaans

Geography

Art

Mathematics

**Vocational Qualifications**

Scuba diving

Nutritional counselling

**Hobbies and Interests**

Hiking

Trail running

Dancing

Researching latest health trends

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

