

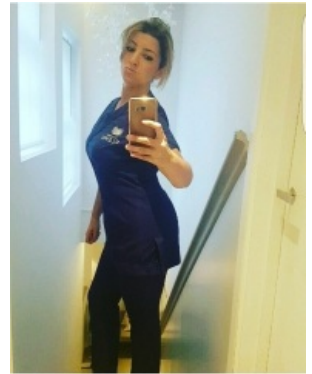
Curriculum Vitae

Female

D.O.B. 04 December 1983

Number of years working in industry:

14 years 1 month



Candidate ID Number: 44792

Nationality: French

Language Skills:

Fluent: English, French

Good: Spanish, Arabic

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

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Massage Therapist, Holistic Therapist

Personal Statement

My best quality is that I am a winner and somebody on who we can rely on. My life goals would be to improve myself as healer therapist and work in 5 stars across the globe.

Seeking work in international locations and cruise ships

Employment History:

March 2017 - Present - Assistant Manager at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (High Street Salon)

Duties included:

- Manage spa front desk operation which includes but not limited to, staff scheduling, training, inventory etc.
- Resolve all guest/member complaints, to ensure guest satisfaction.
- Provide information and assistance to all staff and guests.
- A point of contact in the absence of the Manager
- Perform openings and or closing procedures as necessary.
- Lead the technicians and aestheticians in all issues relating to guest satisfaction, safety, sanitation and spa profit maximization.
- Conduct employee evaluations and timely feedback by maintaining open communication with team members (one to one).
- Assist with administration duties such as payroll, banking, scheduling, forecasting, stock taking and orders
- Assist with marketing, visual merchandising and publicity opportunities
- Maintain effective relations with all brand departments.
- Ensure all certificates/licenses/equipment are current and maintained.
- Administer and maintain the Salon & Spa training manual
- Manage training and delivery of team members
- Maintain industry knowledge and understanding
- Comply with all standard operating procedures and policies of The House of Elemis.
- Perform all other related duties assigned by the Management.
- Ensure Guest, team and personal health and safety is maintained at all time, reporting any concerns in a timely manner.

February 2016 - February 2017 - Head Therapist at The Connaught Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Warm oil massages, hot stones massage, therapeutic and deep tissues massages, oriental rituals, body scrub, pregnancy treatment, Reiki and energy healing.
- Luxury waxing (brazilian, hollywood, full body), luxury manicures/pedicures.
- Appointment setting and spaces cleaning care product management and inventory, customer welcome.

August 2014 - January 2016 - Spa Manager at The Beaumont Hotel, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Building a rapport with guests to maintain good client relationship.
- Supervise daily spa operations and liaise with department heads to ensure cleanliness, correct maintenance and service standards are upheld.
- Maintain and preserve the Spa's vision and mission.
- Ensure the spa's operating policies and procedures are implemented and updated as required.
- Participated in regular strategy meetings with managers/supervisors of the Hotel.
- Being active on the floor, conducting tours for guests/members, and dealing with client/guest feedback.
- Resolve customer's disputes or complaints immediately.
- Create staff rota in accordance with the Beaumont HR policies.
- Ensure safety and security for Spa guests and staff.
- Create an efficient maintenance program to increase longevity and preservation of Spa equipment.
- Creating and participating in continuous training and staff meetings.
- Mentor staff for personal development.
- Perform employee evaluations.
- Manage the financial budget, control costs and prepare revenue and expense reports.
- Delegate responsibilities to team members and to check their performance periodically.
- Provide support to recruitment and training.
- Ensure that the training is of high quality.
- To regularly research and update knowledge and skills in the professional field.
- Planning and Development

Products worked with:

Aromatherapy associates. Leighton Denny nails. Moroccan natural.

February 2014 - July 2014 - Beauty Sales Assistant and Beauty Therapist at Beauty Republic, London, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

Spa, Beauty Sales Assistant and Beauty Therapist

September 2011 - January 2014 - Assistant Manager at SPA S'pacium, Lille, France, (Day Spa)

Duties included:

- Warm oil massages, hot stones massage, therapeutic and deep tissues massages, oriental rituals, hamam, body scrub, soap massage session, rhassoul mask session,
- Waxing face and body, manicures/pedicures, make-up day/night/party.
- Appointment setting and spaces cleaning care product management and inventory, customer welcome.

Education and Qualifications:

2011 CFA School Tourcoing, North France

Certificate

Technical certificate of Trade International, NVQ Beauty Lev 3 - Graduation Year

- Deep tissue
- Sport massage
- Hot Stones
- Reflexology

- Indian head massage
- Shiatsu
- Reiki and energy healing
- Manicure and Pedicure, Gel
- Shellac/ OPI/ ESSIE/ Leighton Denny
- Full Body and face Waxing/ Brazilian, Hollywood
- Facial
- Microdermabrasion
- Hamam and Arabic treatment

Vocational Qualifications

First Aid and fire training.

Hobbies and Interests

Reading (Stephen King, Edgar Allan Poe, Oscar Wilde, French authors...) Listening to music, attend musical theatre show. Meditation. Workout: 5 days a week (cardio training sessions, collective classes, boxing and Thai boxing sessions)

CV created at www.spastaff.com

