

# Curriculum Vitae

**Female**

**D.O.B. 14 March 1991**

**Number of years working in industry: 15 years 4 months**

**Candidate ID Number:** 46568

**Nationality:** British

**Language Skills:**

Fluent: English, welsh

Basic: Spanish, French

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

**Position Sought:** Spa Director, Spa Manager

## Personal Statement

An adaptable, ambitious and highly motivated individual with 7 years' experience as a therapist, the last 5.5 years as a Spa Manager at a premier luxury hotel with spa complex in North Wales.

A highly effective leader of a large team who possesses the passion and energy to coach and motivate others. Communicates influences and challenges confidently at all levels and is successful at forming working relationships quickly with a wide range of colleagues.

Has a natural aptitude for dealing with people, delivering sound performance management to the team. An outward personality thriving on challenges and pressure, either in a team or as an individual.

Seeking work in international locations

## Employment History:

**October 2010 - Present - Spa Manager** at (most recent employer hidden for confidentiality) wales, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

I have full responsibility for the management of the spa with key responsibility for:

- Delivering the highest standards of client/ customers service at all times, monitoring service levels and taking appropriate action to address any areas of concern
- Develop, train and support the therapist team to achieve their personal potential with coaching, mentoring and training. Performance management of the team in line with hotel HR policy
- Driving commercial sales through maximising occupancy and yield, ensuring retail products meet with client demographic and demand and that all therapists are fully trained in the features and benefits of these.
- Operational day to day management including organising rotas, ensuring high standards of cleanliness and hygiene are maintained at all times, adequate stocks and materials are available and that all equipment in use is safe and operationally fit for purpose.
- Ensure compliance with hotel policy and procedure with regards stock and cash management to minimise any losses and maximise profit margin. I am also responsible for completing monthly stocktakes and investigating any anomalies.
- I attend HOD meetings with other department managers in the hotel and also act as duty manager for the hotel on the early morning shift on a regular basis. I conduct team meetings regularly with the spa team to feedback any relevant issues from the managers' meetings but also to give the spa team an opportunity to raise any issues or concerns.
- Deliver sales and cost plan for the spa, monitor monthly accounts against KPIs, recommend and implement actions to achieve budgets and targets set. Forecast future performance targets with hotel manager.

## Products worked with:

ESPA

Jessica

Mii

ELEMIS

Aromatherapy Associates

Dermologica

## **Education and Qualifications:**

### **2011 Llandrillo college**

Level 3 NVQ

Spa Management

### **2007 Ysgol Y Creuddyn**

A Levels including French/welsh/spanish & sociology

## **Product Training:**

### **January 2016      **ESPA****

Trained by ESPA at The Quay Hotel & spa

ESPA Essentials & Advanced training

### **January 2011      **Aromatherapy Associates****

By Aromatherapy Associates at The Quay Hotel & spa

Facials

Aromatherapy massage

Body scrubs & wraps

## **Vocational Qualifications**

First Aid

Fire warden

Level 3 customer service

Level 2 business skills

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

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