

Curriculum Vitae

Female

Number of years working in industry: 5 years 3 months

Candidate ID Number: 48138

Nationality: British

Language Skills:

Fluent: English

Basic: Arabic

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Salon Manager, Treatment Manager / Spa Trainer, Fitness Professional

Personal Statement

Dependable, disciplined and customer service-oriented Spa and Fitness Manager with extensive experience of managing a busy day spa and fitness club. I have worked in the fitness industry for 5 years also as an ex athlete I have huge drive to succeed. Methodical and organized individual who has an approachable and friendly attitude, forward thinking, dynamic, remarkably, knowledgeable, creative and skillful Fitness Manager who will ensure that what should be done is done effectively and efficiently within the constraints of budget and time. I am looking for an opportunity to carry on my career with the company where I can develop my skills further as I have the drive and passion to overcome challenges.

Seeking work in international locations

Employment History:

September 2016 - October 2017 - Spa Director at (most recent employer hidden for confidentiality) Qatar, Doha
PRE OPENING, Qatar, (5 Star Hotel Spa)

Duties included:

- Swim training lessons for children
- Personal trainer
- Established strategies to introduce and increase memberships
- Achieved fitness membership targets month to month
- Scheduled tours and set membership quotes
- Handled membership inquiries
- Create and distribute staff schedules on a daily basis and assign duties according to each staff member's individual strengths
- Plan, implement and direct spa and fitness services and programs according to the facility's policies and protocols
- Oversee the work of staff members to ensure delivery of exceptional customer services at all times
- Keep appropriate checks on gym equipment to ensure proper functioning and maintenance
- Ascertain that all clients are being handled by a therapist and minimize wait time as much as possible
- Market Research / Finding local competitors
- Recruitment within spa and fitness department
- Creating SWOT analysis
- Creating PEST analysis
- Action Pre-opening plan and concept
- Client segmentation
- Post opening plan
- Costing and pricing of services
- Budgeting
- Personal training for ladies and fitness class variation of classes
- Treatment training

September 2015 - July 2016 - Spa Manager at Aquilia health club, South Kensington/Knightsbridge, UK - United Kingdom, (Day Spa)

Duties included:

- Performed all aspects of profit and loss, including services and product revenue, controllable expense, sales mix, and financial ratio targets.
- Ensured accurate, complete, and timely communication among various employee groups, spa management team, therapists, spa staff, and company office personnel.
- Analyze monthly KPI's to create work schedule to ensure business targets and sales are met
- Recruitment within the beauty department
- Ensured the highest levels of client satisfaction by managing client requests, anticipating client needs, and resolving client criticisms.
- Performed recruiting, hiring, discipline, evaluation, pay-rate adjustment, termination, training and development, and other aspects related to spa personnel.
- treatment training

Products worked with:

Decleor face and body, shellac CND and Jessica nails

Career Break - Traveling

March 2013 - September 2015 - Assistant Manager at Imagine Spa , Kensington, UK - United Kingdom, (Hotel Fitness Centre)

Duties included:

- Coordinated with spa manager on daily activities and guest schedules.
- Monitored staff providing spa services and responded to guest issues.
- Ensured compliance with health and safety codes.
- Tracked inventory of spa products and placed orders when necessary
- carrying out treatments when required
- Prepared staffing schedules.
- Assisted with hiring practices interviews and training..
- Developed promotional strategies.
- ongoing development and training

Products worked with:

babor face and body

March 2012 - January 2013 - Fitness Professional at Bannantype health club, Maida Vaile and Euston Square, UK - United Kingdom, (Health Club)

Duties included:

- Team leader in fitness club
- Personal trainer
- Cross fit, circuit, weight training, weight loss, strength training and boxing
- Nutrition plan and exercise programs
- Fitness classes for men and women
- Build relationships with clients
- fitness instructor

Education and Qualifications:

2014 London college of beauty therapy

NVQ level 2 and level 3

beauty therapy

2013 City of Wstminster

Associates Degree

Health and fitness

Product Training:

**August
2015**

Decleor

Decleor training center in London

body treatments - scrub, wraps and massages

facial treatments

May 2013

Babor

trainer center outside London

body scrub and massages, facials

Hobbies and Interests

Health and Fitness, Charity, Islamic studies, Cultural studies and travelling

CV created at www.spastaff.com

