

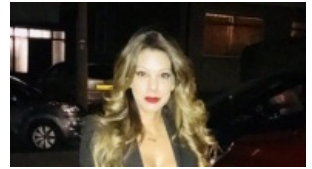
# Curriculum Vitae

**Female**

**D.O.B. 13 January 1982**

**Number of years working in industry:**

**11 years 9 months**



**Candidate ID Number:** 48738

**Nationality:** British

**Language Skills:**

Basic: Spanish

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

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

## Personal Statement

Reliable, organised and diligent multi-tasker. First class track record in driving business forward. At ease communicating at Board, Director and Management level. Bright, dynamic and self-motivated team player. Superior work ethic and ability to extract the best from those around me. Trustworthy, hardworking and enthusiastic. Logical, practical and optimistic approach to challenges through to completion. Confident to take own initiative. Diary coordinator. Poised telephone manner.

Seeking work in the United Kingdom

## Employment History:

**May 2012 - Present - Branch Manager** at (most recent employer hidden for confidentiality) UK, (Product Company)

### Duties included:

- Managing, coordinating and motivating the sales team through employment of a 'winning' culture and optimistic outlook
- Implementation of new processes, structure and specific time management slots
- Gaining instructions, property register management
- Maintenance of marketing, touting and canvassing databases
- Monitoring staff performance, appraising, coaching and developing the team
- Meeting and submitting annual/quarterly/monthly/weekly and daily targets
- Overseeing all areas relating to the sale/purchase of properties within the branch
- Valuation generation through bespoke canvassing strategy
- Arrangement of property advertising including floorplans, photography, EPCs
- Managing local newspaper and magazine advertising
- Carrying out property market appraisals with vendors and property viewings with buyers.
- Maintaining the website and portals
- Organising open days and viewings
- Delivering exceptional customer service both in person and over the phone
- Maintaining a good working relationships with vendors, purchasers, solicitors, mortgage brokers and other offices
- Property file compliance to the point of sale
- Handling inbound and outbound calls, dealing with queries and taking messages
- Populating bespoke and templated sales correspondence
- Restructuring the team quarterly as applicable, interviewing potential candidate
- Raising invoices and chasing late payments
- Maintaining general up keep of the office

**April 2007 - December 2010 - Spa Manager** at Princess Cruise Ships, Cruise Ship, (Cruise Ship)

## **Duties included:**

- Day to day management of spa, salon and team
- Oversee a fast paced salon reception and efficient salon diary
- Organising and showcasing spa events
- Sales product and treatment training
- Populate business performance reports
- Meet product sale targets
- Steiner management training/course
- Provide high standard of customer service
- Organise all spa promotional materials
- Customer complaints handling
- Ensure salon appearance is well maintained
- Coordinate stock takes/orders
- Update client records
- Attending business conferences with onboard management

## **Education and Qualifications:**

### **2007 Steiner academy**

.Trained in house

- Steiner academy mangmebt training, As well as all onboard treatments offered and products.
- NFOPP Level 3 awards in The Sale of Residential Property (QCF) 12 Credits Awarded
- 10 Cats Credits, Making Music Work | Sep02-May03
- Basic Sales Course | Sep00
- NVQ Customer Service| Sep99- Jun00
- GNVQ Information Technology | Sep98-Apr99
- Basic Health & Safety Training | Sep97-Dec97

## **Vocational Qualifications**

- Introduction to Microsoft Excel | Sep97-May98
- Introduction to Microsoft Word | Sep97-May98

## **Hobbies and Interests**

Fitness

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

