

Curriculum Vitae

Female

D.O.B. 28 January 1986

Number of years working in industry: 10 years 4 months

Candidate ID Number: 50946

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Manager, Salon Manager, Treatment Manager / Spa Trainer, Area Sales Representative

Personal Statement

I am eager and willing to add to my knowledge, I am looking to further my career in the Spa and beauty industry.

I am honest and hold a strong work ethic and can do attitude, I show determination and persistence in my work life and personal life.

Seeking work in national and international locations

Employment History:

April 2017 - Present - Spa Manager at (most recent employer hidden for confidentiality) Isle of Arran , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

I manage and lead a team of 8, I am a well-rounded Manager, supervising reception and front of house operational areas to ensure maximum efficiency and consistent guest service.

- Daily running of the department
- Daily and weekly financial reports
- Recruitment
- In house training (new starts and refresher training)
- In-depth consultations
- Assisting with reception duties
- Stock taking/ ordering
- Product sales (targeted)
- Complaint handling
- Rotas
- Review all upcoming appointments and treatments ensuring that the scheduling system is being maximised and aware of all VIP and Returning Guests.
- Managing customer feedback to ensure guest satisfaction and continuous quality improvements.

Products worked with:

E'Spa

ISHGA

Dermologica

October 2015 - April 2017 - Head Therapist at Auchrannie Resort Ltd, Isle of Arran, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Recruitment
- In house training
- In-depth consultations
- Assisting with reception duties
- Stock taking
- Product sales (targeted)
- Support the spa financial results by doing overtime, being flexible with my shifts.
- Complaint handling
- Treatments for VIP Guests
- Helping the Spa Manager with administrative task in the back office as well as Front of House.

Products worked with:

- E'Spa
- ISHGA
- Dermologica

Education and Qualifications:**2013 Motherwell College Motherwell**

Higher National Diploma

- March 2018 - Train the Trainer (Tickety Boo Training Ltd)
- December 2017 - Management Development Programme (Tickety Boo Training Ltd)
- June 2017 - HIT Scotland Supervisory Scholarship (5* Cameron House)
- April 2017 - Discuss personality profile report (Tickety Boo Training Ltd)
- November 2015 - Train the Trainer (Ian Hunt Training Solutions)
- October 2015 - ESPA Advanced Training (5* Gleneagles Hotel, Spa & Golf Resort)
- May 2015 - ESPA Training (5* Gleneagles Hotel, Spa & Golf Resort)
- April 2015 - Jessica Geleration training
- June 2013 - HND Beauty Therapy Qualified at Motherwell College
- April 2013 - Work experience at Fairmont Hotel and Spa of St Andrews
- April 2013 - Work experience at Fairmont Hotel and Spa of St Andrews
- November 2012 - Shellac nails, Magnetic nails and Twinkle toes qualified
- July 2012 - HNC Beauty Therapy qualified at Motherwell College
- August 2011 - VCTC Access to HN Beauty Therapy, Motherwell College.
- May 2011 - Dermologica qualified in Face and Body, Motherwell College
- January 2010 - Fake Bake - qualified Spray Tan Technician.
- January 2010 - Nail Zone - qualified Nail Technician.

2003 St Adains High School

Accounts and Finance Grade 4

Maths Grade intermediate 3

English Intermediate 2

History Intermediate 3

Product Training:**April 2018 E'Spa, Jessica**

Motherwell College

Motherwell

- Jessica Nails
- E'Spa essential training
- E'Spa advanced training , including pregnancy massage and Therapeutic massage

Hobbies and Interests

Opera, Gym, Socialising with family & friends.

