

Curriculum Vitae

Female

D.O.B. 07 June 1986

Number of years working in industry: 14 years 5 months

Candidate ID Number: 51995

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Manager, Assistant Manager, Head Therapist, Senior Therapist

Personal Statement

I am a fully qualified Spa and beauty therapist with over 7 years experience in various spa and salon settings. Currently I am the Senior Spa Therapist at an award-winning spa. Throughout my career I have developed excellent communication and listening skills, which have enabled me to offer quality customer service and treatments. I have also developed a wide range of sales skills and techniques that have given me the ability to reach retail and treatment targets. I am a very self motivated person and I am always willing to participate and learn any new skills that are required of me to further my development. As well as working as a full time spa therapist, over the last three years I have been studying BA Spa Management at University College Birmingham, and have recently completed this degree. Being in full time education and full time work at the same time has allowed me to develop excellent time management and organisational skills. I am an honest, hard working and reliable individual with a passion for the spa and beauty industry and I enjoy a new challenge. I am determined to ensure that the tasks and treatments I undertake are carried out to the best of my ability and exceed expectations. I have the ability to work as an individual and use my initiative to prioritise my work load or to work as part of a team to successfully achieve common goals.

Seeking work in national and international locations and cruise ships

Employment History:

August 2018 - Present - Treatment Manager / Spa Trainer at (most recent employer hidden for confidentiality)
Birmingham , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

My current role involves carrying out a wide range of spa treatments to a high standard and working proactively to attain retail targets. I am responsible for the supervision of a team of therapists and act as a role model for the junior level therapists; demonstrating how to provide excellent customer service from the moment customers are greeted at the front desk, during their treatments and also their after treatment care. My position includes helping to mentor and train new starters. My role also involves providing direct support to the spa team leader, this include deputising in her absence, assisting with stock ordering and stock control, carrying out checks to ensure that treatment rooms and wider spa areas are clean and well stocked with equipment and products. I am responsible for retail product sales targets; both of self and of the other therapists in the team. I am also tasked with coming up with initiatives to promote products and to come up with sales incentives for the team.

Products worked with:

- Espa
- Heaven
- Comfort zone
- thalgo
- Decleor
- jessica
- OPI
- St tropez

October 2014 - February 2018 - Spa Therapist at New Hall Hotel and Spa, UK, (5 Star Hotel Spa)

Duties included:

My role involved delivering the highest standard of guest service and carrying out a number of first class spa treatments, recommending and retailing aftercare products and treatments to reach sales targets and optimise the effectiveness of the treatments offered. My duties also involved carrying out monthly stocktakes, ensuring the spa and treatment rooms were kept fully stocked and clean, Covering reception, greeting and showing clients around the spa. Dealing with client queries face to face and over the telephone, and ensuring the smooth running of the spa on a daily basis

August 2013 - July 2014 - Beauty Therapist at Hair and Beauty by Regis, UK, (High Street Salon)

Duties included:

My role involved carrying out a number of beauty treatment for clients on a non-appointment system and cash handling. My job also involved recommending and up-selling further products and treatments to clients. My duties were also to ensure client records were kept accurate and up to date and filed accordingly. As part of my role I assisted with stock rotation, inventories and ordering. I also covered the reception area and dealt with customer questions and queries face to face and over the telephone. My role also involved making customer announcements, ensuring retail displays were well stocked and the salon was presentable.

October 2012 - June 2013 - Beauty Therapist at Dream Nails, UK, (High Street Salon)

Duties included:

My role involved booking client appointments over the telephone and face to face. Carrying out manicures, pedicures, threading and waxing treatments. It also involved general housekeeping of the salon and ensuring retail displays were kept well stocked.

July 2011 - September 2012 - Beauty Therapist at Freelance, UK, (Home/Mobile)

Duties included:

Whilst working as a self employed beauty Therapist I provided a number of different beauty treatments, including manicures, pedicures, teeth whitening and waxing to clients in the comfort of their own homes. My role involved building a relationship with clients to understand and meet their treatment needs and ensure repeat business.

April 2011 - June 2011 - Senior Therapist at Simply the Spa at The Belfry Hotel and Golf Club, UK, (5 Star Hotel Spa)

Duties included:

My role involved meeting and greeting clients, carrying out a number of spa and beauty treatments, recommending aftercare advice and upselling products and further services. I also helped to maintain the cleanliness of the salon and ensured all salon laundry was completed for the next day.

August 2010 - April 2011 - Spa Therapist at Serenity Spa at Greens Health and Fitness, UK, (Day Spa)

Duties included:

My duties involved carrying out various beauty treatments, covering the reception area, selling products and further services to clients to ensure targets were met, and ensuring the salon was clean and tidy.

Education and Qualifications:

2010 Birmingham metropolitan college

Level 3

- Santai Spa, April 2018, Cancer Touch Therapy Treatment
- Santai Spa, April 2018, Wavestone Massage Therapy
- University College Birmingham, September 2015- May 2018, BA Spa Management
- Shared Beauty Secrets, May 2015, Lava Shell Massage
- Regis Academy Birmingham, September 2013, OPI Gel polish
- Regis Academy Birmingham, October 2013, ILAH Brows
- The British Beauty Academy, August 2012, Eyelash extension application
- Capital Hair and Beauty, August 2012, Advanced waxing
- Ellisons Academy, August 2012, Hot stone therapy
- Ellisons academy, March 2011, Minx nails
- Birmingham Metropolitan College, June 2010 to July 2010, Threading

Birmingham Metropolitan College, Birmingham

Feb 2010 to June 2010

NVQ Level 3

Massage Route

Units included:

- Swedish Body Massage
- Indian Head Massage
- Pre-blended Oil massage
- Self tanning

Birmingham Metropolitan College, Birmingham Feb 2010 to June 2010

- Extend, Maintain and Repair Gel nails

Birmingham Metropolitan College, Birmingham September 2009 to January 2010

NVQ Level 2

Units included:

- Facial
- Manicure
- Pedicure
- Eye treatments-Perm/tinting
- Application of make up
- Waxing

Birmingham Metropolitan College, Birmingham, 06 May 2010 to 06 May 2010

- Eyelash extensions

2008 Birmingham Metropolitan College

- Access to Education
- GCSE English Grade C
- GCSE Science Grade C
- GCSE Maths Grade B
- Level 3 History pass
- Level 3 Child development pass
- Level 3 Communication Studies pass

Product Training:

April 2018 Espa

Santai Spa Birmingham

Essential and advanced face and body treatments

May 2016 Comfort zone

Grafton international Tamworth

Essential and advanced face and body treatments

Vocational Qualifications

IT skills

Hobbies and Interests

In my spare time I enjoy going to the gym, swimming and have recently started attending pilates classes. I enjoy spending time with friends and family and discovering new restaurants. I have a good knowledge of the Birmingham area and enjoy seeking out new experiences. I also like to dance, read and travel in my spare time. Spas are one of my main passions and I have visited a number of different spas around the world and experienced different cultural spa treatments whilst meeeting many interesting people. I plan to further enhance my skills by continually undertaking training courses in business, new spa treatments and learning a foreign language.

CV created at www.spastaff.com

