

Curriculum Vitae

Female

D.O.B. 18 August 1991

Number of years working in industry:

16 years 3 months



Candidate ID Number: 59266

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Salon Manager, Spa Co-ordinator, Treatment Manager / Spa Trainer, College Tutor

Personal Statement

A capable spa manager with a proven ability to provide excellent customer service and care that ensures total client satisfaction. Having gained a wealth of experience over the past thirteen years within the beauty industry, I am now ready to embark on a new challenge. I am used to a fast-paced workplace, and I excel in this kind of environment. I am keen to apply my skills, knowledge, and expertise to progress further in my spa career. I have demonstrated my ability to run a spa in the past six years, an exciting and rewarding step in my career. I have accomplished a lot in the spa sector, I have pushed a spa to win "best boutique spa 2018" at the good spa guide awards and managed to keep the 5-bubble spa rating for 5 years. I then moved on to a new spa and implemented changes such as setting up an online booking system and building a new team of therapists and I am now ready to move onto a bigger challenge

Employment History:

October 2021 - Present - Spa Manager at (most recent employer hidden for confidentiality) Darlington , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Managing the rota system to suit the business
- Day to day running of the spa
- Liaising with the hotel of ways to promote and push sales in the spa
- Training new team members
- Taking cash and card payments
- Cashing up
- Setting targets for staff members
- Promoting the spa on social media, with products, offers and treatments to create new followers and customers
- Ensuring all customers are happy with the standard of service at the spa
- Providing excellent customer service
- Discussing feedback from customers with the management team
- Ensuring the staff schedule and rota system benefits the spa on the best way to ensure maximum treatments are carried out for busier days
- Taking spa bookings and promoting sales within the booking system by upgrading packages or treatments
- Liaising with nearby businesses to help promote our business within their hotel
- Training staff in new treatments
- Welcoming customers upon arrival into the spa
- creating spa packages
- pushing new treatments within the spa

Products worked with:

Jessica

- germaine de cappuccini
- Dermalogica
- Gatineau
- decleor
- caci
- st tropez
- elemis
- OPI
- thalgo
- elemental herbology
- Delilah

July 2017 - October 2021 - Spa Manager at Morritt hotel and garage spa , Barnard castle , UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

- Creating a rota to suit the business
- employing new staff members
- training staff
- promoting the spa on social media
- liasing with the hotel to promote the spa
- creating spa packages
- creating spa treatments
- meeting with product reps
- running the spa day to day
- making sure customers are happy with the standard of the spa
- cashing up

Products worked with:

- Lycon
- dermalogica
- cnd
- Gellish
- sienna x
- nouveau
- elemis
- st tropez
- CACI
- Jessica
- mii

March 2016 - March 2017 - College Tutor at HMP send , Surrey , UK - United Kingdom, (College)

Duties included:

Duties include:

- Assessing students in a practical environment
- Running the beauty salon in the prison
- Stretching students to reach their full potential
- Setting goals in place to stretch students
- Providing positive learning systems as well as building and maintaining behavioural management systems
- Planning lessons
- Setting ilp goals
- Ordering stock
- Liaising with student awarding bodies and IV's to assess standards of work
- Supporting students emotionally and with behavioural problems
- Help to manage student discipline
- Classroom management

Products worked with:

Dermalogica

July 2009 - October 2016 - Beauty Therapist at Marc antoni hair and beauty , Darlington, UK - United Kingdom, (High Street Salon)

Duties included:

Duties include:

- Welcoming customers upon arrival and building a rapport.
- Delivering high quality treatments using the latest technologies and techniques whilst providing clients with highest standards of beauty care and attention.
- Offering excellent product guidance and knowledge.
- Providing beneficial aftercare advice on treatments and skin care matters.
- Pre-ordering and merchandising all stock within the salon.
- Conducting regular stock audits.
- Ensuring the salon is kept to a high standard of hygiene, cleanliness and tidiness
- Processing payments.
- Booking appointments and managing my own schedule on a daily
- Promoting and cross-selling products at any opportunities.
- Ensuring all beauty equipment is in safe working order and serviced on a regular basis.
- Regularly meeting with product representatives to discuss innovative new products and explore ways in which the salon can progress and benefits.
- Keeping up-to-date with new treatments to ensure client's are receiving the best possible care.
- Undertaking the latest training courses to further my skills and expand my areas of expertise.
- Actively contributing to the company's social media accounts through the promoting of products and treatments to help generate brand awareness and recognition, whilst providing valuable customer service.

Products worked with:

- Dermalogica
- st tropez
- nouveau
- jessica

Education and Qualifications:

2016 Teeside university

Certificate level 5 and 6

Teaching education

2016 Stockton riverside college

Assessors award

Assessors award

2009 Darlington college of technology

NVQ level 2 beauty therapy

NVQ level 3 beauty therapy

2007 RICHMOND school

GCSE

english literature and language B and C

maths C

Religious studies B

textiles C

Product Training:

May 2022 Elemental body training

Elemental herbology training academy

- Wraps
- pregnancy massage
- deep tissue massage

May 2022 Thalgo body training

Thalgo academy

- To perform all thalgo body rituals

October 2021 **Elemental herbology facial training**
 Elemental herbology training academy

- Facial training to perform all facials

November 2020 **Elemis facial training**
 Elemis academy
 Elemis facial training to be able to perform all their facials

November 2020 **Elemis body training**
 Elemis academy

- Body scrubs
- body wraps
- body massage

October 2020 **Thalgo facial training**
 Thalgo academy

- Facial training

May 2016 **Nouveau LVL**
 Darlington college
 Lvl lash training

February 2016 **Dermalogica**
 York dermalogica academy
 Body scrub
 body wraps
 fscials
 facial peels
 deep exfoliation

April 2009 **Jessica**
 Darlington college
 Jessica manicures

January 2008 **St tropez**
 Darlington college
 St tropez spray tanning
 st tropez manual tanning

Vocational Qualifications

- Extremely confident in using computers
- Microsoft office
- first aid training
- excel
- fire marshal training
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Hobbies and Interests

- Running
- traveling
- gym
- reading
- spinning
- Walking my dog

CV created at www.spastaff.com

