

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
- liaising 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
- noveau
- 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
- noveau
- 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 acadamy

- Facial training to perform all facials

November 2020

Elemis facial training

Elemis acadamy

Elemis facial training to be able to perform all their facials

November 2020

Elemis body training

Elemis acadamy

- Body scrubs
- body wraps
- body massage

October 2020

Thalgo facial training

Thalgo acadamy

- Facial training

May 2016

Noveau LVL

Darlington college

Lvl lash training

February 2016

Dermalogica

York dermalogica acadamy

Body scrub

body wraps

fsitals

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

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