

# Curriculum Vitae

Female

**Number of years working in industry: 11 years 0 months**

**Candidate ID Number:** 74675

**Nationality:** British

**Language Skills:**

Fluent: English

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

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

## Personal Statement

Seeking work in national locations

## Employment History:

**March 2019 - Present - Clinic co-ordinator** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Skin Clinic)

### Duties included:

- Handling all operational aspects of the private dermatology clinic with special attention to patient confidentiality, care and service. Managing the reception area, patient flow and doctors, nurses and practitioners' diaries (5 doctors, 2 nurses and 2 practitioners)
- Keeping prescription and drug registers up to date daily, assisting doctors when required, managing consent forms and pre/post treatment information.
- Safeguarding training
- Attended conference and relationship building work trip to Dubai with Dr Haus and General Manager, representing the brand, coordinating meetings and assisting Dr Haus with his presentation at the Arab Health Exhibition and Congress Jan '20

### Products worked with:

Skincare, Dermage, Hydrafacial, BTL, Fotona, Allergan, Eucerin, LaRoche Posay

**June 2016 - January 2019 - Spa Manager** at The Berkeley , London, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

- Promoted from Assistant Spa Manager after 9 months
- Managing a team of 20 (Therapists, Receptionists, Spa Attendants, Head Receptionist, Spa Coordinator and Assistant Spa Manager), guiding, supporting, coaching and directing the spas development and performance towards the 5\* expectations
- Performance and quality of service KPI's with LQA and Forbes
- Membership management to the Pool and Gym (100 members)
- Employee relations, recruitment/interviews, payroll, P&L, budget, including re-writing H&S and PSOP documents
- Introducing new initiatives (Rooftop Yoga), maximizing profit of the winter cinema events and implementing new product lines and services to create more revenue profit
- First Aid (2017), Pool Plant Training (2018), Health and Safety Representative including risk assessments, COSHH and pool safety management

### Products worked with:

Bamford

**July 2015 - May 2016 - Beauty Therapist** at Virgin Limited Edition, Kasbah Tamadot, Asni, Morocco, (5 Star Hotel Spa)

**Duties included:**

- Spa and Hammam therapist, trained with local Moroccan brand Les sens de Marrakech and also Aromatherapy Associates
- Responsibility in spa operation, stock control, guest relations, assisting Moroccan colleagues with customer trust and rapport and English language development

**Products worked with:**

Le Sens de Marrakech, AROMATHERAPY associates

**August 2014 - April 2015 - Beauty Therapist** at Steiner, Disney Cruise Lines, (Cruise Ship)

**Duties included:**

- Leading Skincare Specialist at the Vista Spa, Disney Wonder Cruise Line
- Achievement of targets, revenue, retail percentage and performance as an individual and within the spa, salon and fitness team of 25
- Cover shifts of Assistant Spa Manager and Receptionist, multi-tasking working as the 'face of the spa', controlling team columns, bookings, complaints, administration and producing reports
- Training and experience with Elemis, La Therapie, Lycon and a number of massage techniques including bamboo and poultice

**Products worked with:**

Elemis, La Therapie

**Education and Qualifications:**

**2014 University of arts, London college of fashion**

BSc Hons

Beauty and Spa Management

**2009 Carshalton high school**

GCSEs

**Vocational Qualifications**

First Aid 2017-2020

Microsoft skills in Word, Excel, PowerPoint.

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

