

Curriculum Vitae

Female

D.O.B. 26 March 1986

Number of years working in industry: 12 years 3 months

Candidate ID Number: 77549

Nationality: British

Language Skills:

Fluent: English

Permitted to work in: UK - United Kingdom

Position Sought: Spa Director, Spa Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist, Massage Therapist

Personal Statement

I am very hard working and determined person. I love a challenge and always make sure I complete all tasks to the best of my ability. I am happy to help out where needed. I do not believe in the phrase 'that's not my job.' I work as part of the whole team.

Seeking work in national and international locations

Employment History:

January 2020 - Present - Spa Manager at (most recent employer hidden for confidentiality) Newbury, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

My day to day role is to manage the Health Club and Spa. I am and solely responsible for forecasting and budgeting. I ensure that stocktakes are complete monthly for all departments of the Health Club. I look after a large team of 34 staff. This includes Therapists, Fitness Trainers, Receptionists and Spa Assistants. I control the roat for all staff members.

Products worked with:

Decleor, Jessica, GHD, Jenifer Young

September 2018 - September 2019 - Spa Manager at Warbrook House, Hook, UK - United Kingdom, (5 Star Hotel Spa)

Duties included:

I was very fortunate to be given the opportunity of opening this brand new spa. Within this process I chose all products houses, equipment, furniture. I put the budget together and forecasted for the first 12 months of business.

I developed the team including in house training and co-ordinated training with product houses.

I put together a signature treatment menu.

Products worked with:

ESPA, Elemis, Delilah, OPI

March 2017 - May 2018 - Spa Manager at The Regency Park Hotel and Spa, UK, (5 Star Hotel Spa)

Duties included:

Training all current and new therapist

- Personal development for all staff
- Developing and delivering training programmes for each individual therapist
- Developing and delivering Training programme for head therapist
- Developing and delivering Training programme from level 3 work experience therapist to being client ready
- Training programme for each treatment offered

Development of the spa

- Developing procedural documents, including customer feed back/ review forms to highlight areas for improvement
- Recruiting new therapists
- Modernising and refurbishing, to utilise spa space more efficiently
- Encouraging new business and Increasing client base and turn over
- Meeting with new product houses
- Introducing new product house and treatments
- Raising awareness both locally and further a field
- Attending local events and making use of social media
- Developing new spa brochure to include modern and innovative treatments
- Developing new spa days and couples events
- Driving treatment and sales targets
- Day to day running of the spa
- Stock control
- Diary management
- Rotas
- Setting targets
- Ensuring cleanliness of the spa
- Meeting with business the development manager
- Meeting with the General Manager and Managing Director on a regular basis
- Daily walk around of the spa and facilities
- Dealing with all feedback from members and clients
- Ensuring all clients and members needs are met and exceeded
- The Vineyard Hotel and Spa 2014- 2016
- Delivering all beauty and spa treatments
- Meeting sales and treatment targets
- Spa reception
- Diary management
- Daily set up and close down of spa area
- Stock management
- Up-selling treatments
- Retaining clients

Training new staff

- Identifying the needs of individual therapists
- Delivering appropriate training using various learning styles, e.g. Acronyms and self-made videos.
- Witnessing progress in action and assessing next steps.

September 2013 - September 2015 - Spa Consultant at The Lash and Beauty Room, UK, (Home/Mobile)

Duties included:

This was my own business.

Responsible for all aspects of the business

- Promotions
- Build-up of business
- Client retention
- Complete stock control

September 2013 - September 2014 - Senior Therapist at C-bay spa, Carbis Bay Hotel, UK, (5 Star Hotel Spa)

Duties included:

- Responsible for daily set up and close down of spa.
- Carrying out all treatment on the treatment menu.
- Ensuring guest receive a 5* experience.
- Working with Aromatherapy Associates and Jessica Nails.
- Meeting sales and treatment targets
- Promotional events
- Stock management
- End of day cash up
- Involved in trade tests

Spa Therapist, Fistral Hotel and Spa, 2013

- Responsible for daily set up and close down of allocated room.
- Ensuring all guests receive the 5* treatment that they are expecting
- Carrying out ESPA treatments to the highest possible standard.

September 2010 - September 2012 - Spa Therapist at Beauty Oasis, Seasons at Clowance, UK, (5 Star Hotel Spa)

Duties included:

- Responsible for delivering all treatments
- Worked successfully in a team, Introducing new treatments and a key member for the introduction of ESPA
- Key holder
- Stock take
- End of day cash up
- Responsible for the clients wellbeing and over all experience from the moment they enter the salon to the moment they leave
- Managing diary for all staff
- Social Media
- Answering the telephone and taking payment by cash and credit card

Education and Qualifications:

2011 University College Birmingham

NVQ Level 3

Beauty Therapy Level 3

Massage

Indian Head Massage

Electrical Facial

Body Electricals

2010 Cornwall College

NVQ Level 3

Beauty Therapy Level 3

Waxing

Facials

Nails

2011 University College Birmingham

Beauty Therapy Level 3

2010 Cornwall College

NVQ Level 2 Beauty Therapy

Product Training:

September 2020 Jessica

Donnington Valley

Jessica Nails

September 2019 **ESPA**

ESPA House

ESPA essential facial, ESPA Body Treatments including wraps and hot stones

August 2017 **Aromatherapy Associates**

Recency Park Hotels

Face and Body treatments

August 2016 **Elimis**

Elemis House Birmingham

Full facial training including Bio Tech

Vocational Qualifications

Exelent Microsof Office skill

Hobbies and Interests

I enjoy running and keeping fit, eating out with friends and family, Paddle Boarding

CV created at www.spastaff.com

SPA STAFF.COM
