

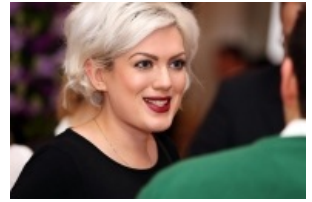
# Curriculum Vitae

Female

D.O.B. 23 August 1990

Number of years working in industry:

4 years 3 months



**Candidate ID Number:** 77585

**Nationality:** British

**Language Skills:**

Fluent: English

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

**Position Sought:** Spa Manager, Assistant Manager, Head Therapist, Treatment Manager / Spa Trainer, Senior Therapist, Beauty Therapist

## Personal Statement

I am a highly motivated worker and strive to continually grow and educate myself. I also have a passion for teaching others. I have a high expectation of standards due to spending most of my career in 5\* spas. I am a good communicator and am very empathetic, this allows me to communicate with others well and really tap into people's needs.

Seeking work in national locations

## Employment History:

**February 2020 - July 2020 - Treatment Manager / Spa Trainer** at (most recent employer hidden for confidentiality)  
London , UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

Due to the corona virus pandemic I have spent the majority of my time with Natura Bissè on furlough and subsequently they have had to terminate my contract early. Originally I was hired to fulfill a maternity contract. This role was established to provide training for Natura Bissè spas and retail outlets around the UK. Working as part of a small team I would have been responsible for teaching therapists our treatments and protocols as well as product knowledge and retail development. As well as working with therapists I would have also needed to train and support their retail outlets such as space NK. Although I did not get to experience this role in its entirety the start of my employment was thoroughly enjoyable and educational.

### Products worked with:

Natura Bissè

**Career Break** - Training - industry-related

**September 2014 - July 2018 - Spa Consultant** at Claridge's Hotel , London, UK - United Kingdom, (5 Star Hotel Spa)

### Duties included:

For several months I worked on a freelance basis for Claridge's hotel as a Spa Consultant. Within this role I have been responsible for training the spa team, recruiting new team members and overseeing the new spa refurbishment. During my time at Claridge's I ensure all team members are working well within the department and are up-to date with department and treatment standards. I oversee month end, checking all invoices have been processed correctly and stock take has been imputed. I advise the team on guest complaints and any other departmental issues that may arise.

A large part of the role has been to also oversee the spa refurbishment project. From assisting in the design and layout of the treatment rooms, changing rooms, relaxation area and gym, through to actuating the move and ensuring the new spa space was open on time and fully equipped.

Head of Health Club and Spa, September 2014 – June 2017

I oversaw a small team as Head of Claridge's Health Club and Spa. During my time at Claridge's my role included all aspects of spa management, budgeting, membership growth, maintaining and improving departmental standards, VIP treatments, cost control, team restructuring, product sourcing, rotas and much more. I had to work closely with the accounts team and line managers to devise budgets for 2015, 2016 and 2017 ensuring we continued to make profits through controlled costing and payroll.

Training the team and ensuring our 5\* standards were maintained was an ongoing focus. I devised my own training calendar, work tools and inspections to guarantee all team members receive great results. I also ensured our product houses supplied regular treatment and retail training to allow the team to build on their skills.

Although my role consisted of mainly administrative tasks I still enjoyed performing treatments and often stepped in at the last minute to treat VIP's or journalists. I also performed housekeeping tasks and reception duties when needed.

### Products worked with:

Sisley

### Education and Qualifications:

#### 2006 Carshalton collage

NVQ level 3

Beauty therapy

#### 2006 Carshalton collage

NVQ level 2 &3

### Product Training:

August  
2019

Sisley

Sisley head office in London and France

Facial and Body treatments

### Vocational Qualifications

Makeup Artist

First Aid

### Hobbies and Interests

I trained as a makeup artist in 2017 and have worked in the industry since then more so as a hobby now. I also enjoy dancing, reading and art

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

