



# Curriculum Vitae

**Female**

**D.O.B. 26 February 1985**

**Number of years working in industry:**

**6 years 2 months**

**Candidate ID Number:** 78262

**Nationality:** British, British

**Language Skills:**

Good: English

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

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

## Personal Statement

Dynamic Spa Manager with over 10 years of experience in the beauty and wellness industry. Skilled in Spa operations, Customer Service, Sales and Leadership. Proven expertise in maximising treatments and retail sales to exceed financial targets. A background of working on luxury cruise ships, specialising in Elemis products and providing treatments to high profile clients. Successful in leading and supervising teams of therapists to ensure highest standards are maintained. Proven ability to create successful promotional strategies.

Seeking work in international locations

## Employment History:

**September 2019 - July 2020 - Spa Manager** at (most recent employer hidden for confidentiality) French Polynesia , (Cruise Ship)

### Duties included:

- Oversaw daily spa operations including facility maintenance, guest relation, staff management, financial reporting and stock control
- Supervised and lead the spa team towards achieving and maintaining highest standards
- Provided regular performance updates to the corporate office, by submitting sales and productivity reports
- Maintained a personal schedule of beauty treatments for high profile clients

### Products worked with:

Elemis

**December 2014 - April 2018 - Beauty Therapist** at One Spa World, World Wide , (Cruise Ship)

### Duties included:

- Provided a range of massage treatments, specialising in the exclusive quartz crystal massage
- Organised promotional events to create bespoke treatment packages, increasing spa bookings
- Handled guest complaints and special requirements
- Held regular staff meetings to keep staff up to date on spa operations

**Products worked with:**

Elemis

Nouveau Lash

**April 2013 - September 2016 - Senior Therapist** at Champneys , Guildford, UK - United Kingdom, (Day Spa)

**Duties included:**

- Responsible for staff training, treatments and product launches
- Effectivity managed spa inventory and ensured audit compliance
- Provided product and skin care recommendations to suit client needs
- Ensured health and safety regulations are complied with at all times

**Products worked with:**

Elemis

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**December 2012 - April 2013 - Spa Manager** at Mark Warner , Chalet Hotel Derangere, France, (5 Star Hotel Spa)

**Duties included:**

- Provided Elemis face and body massages including hot stones and Hopi ear candle
- Implemented and monitored guest feedback to ensure the best possible experience, and continuous improvement of service
- Set and achieved strategic goals, in line with organisational objectives

**Products worked with:**

Elemis

Hopi Ear Candle

**Education and Qualifications:****2019 One Spa World Training Miami**

Certificate in Management

Spa Management

**2014 Trained in house One Spa World Harrow**

Certificate

Bamboo Massage

Hot Stone Massage

Thai Herbal Poultice Massage

Nouveau Lash

Elemis Deep Tissue Massage

Quartz Crystal Massage

Elemis Lime and Ginger Salt Scrub

Elemis Aroma Spa Seaweed Massage

**2008 Nescot Collage**

NVQ Level 3 Beauty

Aromatherapy Massage

Indain Head Massage

**2009 Nescot Collage**

VTCT Level 2

**2008 Franbrough Collage**

NVQ Level 3

**Product Training:****April 2017 Elemis**

Elemis Academy of Excellance in London

Elemis Face and Body Treatments

Elemis Biotec Facial

Elemis Exotic Face and Body Treatment

Elemis Deep Tissue Massage

Elemis Deeper than deep Hot Stone Massage

Elemis Aroma Spa Seaweed Wrap

**January 2010****Decleor**

Champneys Tring

Decleor Facials

Decleor Body Scrubs

Decleor Body Massage

**May 2009 Dermalogica**

Dermalogica Training School Leatherhead

Dermalogica Facials

**Hobbies and Interests**

- Fitness
- Paddle Boarding
- Skiing
- Scub Diving
- Hicking
- Drawing

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

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