

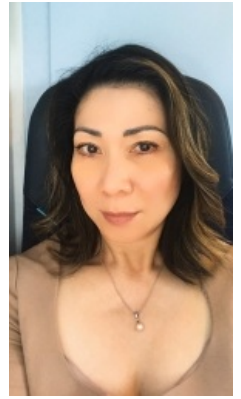
# Curriculum Vitae

**Female**

**D.O.B. 12 December 1973**

**Number of years working in industry:**

**21 years 4 months**



**Candidate ID Number:** 99532

**Nationality:** British

**Language Skills:**

Fluent: English, Indonesian , French

Basic: Russian

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

**Position Sought:** Spa Director

## Personal Statement

I'm a perfectionist & well organized person, always over achiever & adaptable.

Seeking work in international locations

## Employment History:

**June 2021 - Present - Spa Manager** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (Day Spa)

### Duties included:

Responsible in daily spa operations, H&S Risk Assessment, Fire Risk Assessment, guest journey, sales, budget & forecast, recruitment & training, treatments development, SOPs updates & development.

### Products worked with:

In House brand

**August 2020 - September 2021 - Caregiver** at Home Instead Senior Care , Godalming, Surrey, UK , UK - United Kingdom, (Home/Mobile)

### Duties included:

This was a COVID job during lockdowns

**June 2017 - June 2021 - Owner & Practitioner** at The Luxury Touch , Godalming, Surrey, UK - United Kingdom, (Skin Clinic)

### Duties included:

I'm a Self-Employed Entrepreneur for a skin clinic focusing on skin rejuvenation & anti-ageing.

### Products worked with:

DMK, Elaine Brennan Peelinh System, Fillmed, Hyaluron Pen, Code of Harmony.

**April 2014 - September 2016 - Spa Director** at Four Seasons Hotel Cairo at Nile Plaza , Cairo, Egypt, (5 Star Hotel Spa)

**Duties included:**

- \* Overseen Spa & Wellness operations, developed Retail area & increased the Retail revenue from 0.03% to 7% for the first 6 month.
- \* Recruited more Therapusts & re-trained them all in the main brand, Phytomer.
- \* Developed Beaultt treatments by implementing more brands & equipment such as CACI Ultimate which boosted up the revenue from 5% to 15% from total treatment revenue.
- \* Budgeting, forecast, stick control, P&L,monitored KPIs, stick & inventory.
- \* Develped Sales & Narketing, sovv CBG I'll media, client engagement through newsletters, promotions & offers.
- \* Winner of the MEA Gold Award among Four Seasons Spas MEA 2015 in BestSpa Revenue Increments.

**Products worked with:**

Phytomer, Therae, OPI.

**September 2012 - March 2014 - Spa Director** at Grand Brighton Hotel, Brighton & Hove , UK - United Kingdom, (5 Star Hotel Spa)

**Duties included:**

- \* Overseen spa operations, ensure the spa standards are adhered.
- \* Soa Budgeting & Forcast, ensure the maximum profitability & minimized lost.
- \* Recruited the whole Reveption team, more Therapists & trained them with the products house & spa operating software.

**Products worked with:**

ESPA, Jessica Nails, Shellac, Carita.

**March 2012 - October 2012 - Spa Director** at Bliss Spa at W Hotel Doha, Doha, Qatar, (5 Star Hotel Spa)

**Duties included:**

It's a maternity cover for 7 months.

**Products worked with:**

Bliss, Elemis, Remede, OPI, Esse.

**Career Break** - Maternity/Paternity leave

**April 2008 - September 2008 - Spa Director** at Mandarin Oriental Beijing Hotel, Beijing, China, (5 Star Hotel Spa)

**Duties included:**

It's a Pre-Opening stage, design & concept, Business analysis, recruitment & training, developed OSE & FFE, procurement, spa documentation, S&M, develop operational budget.

**Products worked with:**

Aromatherapy Associates, ESPA, in house brand.

**April 2007 - April 2008 - Spa Director** at The Ritz Carlton Beijing , Beijing , China, (5 Star Hotel Spa)

**Duties included:**

- \* Pre-opening & launched & management.
- \* Participating as a Spa Director task force in RC NYC, RC New Orleans, RC Orlando. Assisting in pre-opening for RC Guangzhao, RC HK & RC Shenzen.

**Products worked with:**

Pevonia Botanica, CACI, Sygmas, Rejuvelite, Quantum.

**August 2005 - April 2007 - Spa Director** at Sheraton Urumqi Hotel , Urumqi , China, (5 Star Hotel Spa)

**Duties included:**

- \* Pre-Opening, launched & managed the Spa & Fitness drpartmentmts.
- \* Recruitment & training for all staff.
- \* Developed Spa Operations manuals include SOPs, training, collaterals.
- \* Developed spa operational budgets, marketing plan, membership programs.

**Products worked with:**

Pevonia Botanica

**January 2002 - June 2005 - Spa Consultant** at Self Employed, Moscow & St. Petersburg , Russia, ( Hotel Spa)

**Duties included:**

Freelance Spa Consultant, clientele list includes: Grand Hotel Europe St. Petersburg & Ararat Hyatt Moscow.

**March 2001 - February 2002 - Regional Senior Manager** at Jamu Spa Bali , Bali , Indonesia, ( Hotel Spa)

**Duties included:**

In charged for 5 spas in Jakarta, Bali & Malaysia of Jamu Spa Corporations.

**Products worked with:**

In house brand.

**April 2000 - May 2001 - Regional Senior Manager** at Mandara Spa Indonesia , Bali, Indonesia, ( Hotel Spa)

**Duties included:**

Area Spa Operations Manager, in charged for 3 biggest operations in Nusa Dua area: Nikko Bali Resorts & Spa, Club Med & Bali Golf Country Club .

**Products worked with:**

Decleor, in house brands, OPI

**Education and Qualifications:**

**2022 STA**  
Level 3

Pool Plant Operator certification

**2008 Frederick School, Hong Kong**

CIBTAC

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**1998 Satya Wacana Christian University**

Bachelor of Education in English literature

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Bachelor of Education in English

## **Product Training:**

**March  
2022**

**DMK**

DMK training center, Berkshire, Surrey

Phytomer, Pevonia Botanica, Aromatherapy Associates.

**September  
2016**

**DMK, Aromatherapy Associates, Elaine Brennan**

DMK UK

DMK Paramedical Skin Therapy Level 1, DMK Fundamental, Elaine Brennan Skin Renewal Peeling System. AA Facials, massage & Body treatments.

## **Vocational Qualifications**

PPO (Plant Pool Operator) level 4

Health & Safety Level 4

First Aid

## **Hobbies and Interests**

Traveling, reading, shopping, culinary

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

