

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:

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 Therapists & re-trained them all in the main brand, Phytomer.
- * Developed Beautt 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.
- * Developed Sales & Marketing, 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, Themae, 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, SPA, 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 drpartmemts.
- * 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

Beauty Arsthetic Levrl 4

1998 Satya Wacana Christian University

Bachelor of Education in English literature

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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

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