

Curriculum Vitae

Name:



Date of Birth: 06.03.1989
Nationality: British
Status: Single
Current Address: Dubai – UAE
Languages spoken: English, French and some Arabic

Personal profile

I am bright, positive and highly motivated. I excel in an environment of challenges in a Spa and salon not only towards providing the best experience to guests but also in exceeding revenues and increasing business.

I am creative, passionate and much focused on results. I enjoy developing new techniques, new treatments taking into considering local flavors and products, training and developing talents within the team and also bringing in fresh talent and helping them grow to become fully fledged therapists.

I am a strong leader, at ease in communicating in foreign languages, enjoy working with a multi-cultural, multi-national team and can easily adapt in any luxury hospitality environment.

Education and Qualifications:

- 1989-1990** **Stockport College – Cheshire UK**
- ◆ Aromatherapy and Reflexology
 - ◆ Indian Head Massage
 - ◆ Reiki
 - ◆ Advanced facials with laser and microdermabrasion
- 1987-1989** **South Cheshire College – Crewe UK**
- ◆ City & Guilds Beauty Therapist Certificate
- 1981-1987** **Fairfield High School – Widness – Cheshire UK**
- ◆ 8 GCSE qualifications - including Maths, English, Biology, Physics and Economics

Trained in the following professional Product Houses:

Thalgo, Guinot, Jessica, St Tropez, Pier Auge, Aromatherapy Associated, M D Formulations, Ionithermie, Remy Laure, Maria Galland

Employment History:

January 2005 – to date

Spa Manager

Love Spa at Bradford House Resort - Ireland

- Maintain and efficiently supervise the running of the property which comprises 10 treatment rooms, spa Treatments, studio activities, Gym, Swimming pool area and Retail shop
- Uphold and maintain the high standards and professional reputation of the spa.
- Supervise 18 Therapists both full time and part time.
- Assess standards of treatment and instigate improvements, where necessary
- Responsible for maintaining the high level of cleanliness of the spa, pool, plant and wet areas
- Manage the recruitment, testing and induction of all new staff members
- Co-ordinate staff Rota's, holiday entitlement and training schedules
- Arrange and carry out regular appraisals for all staff
- Regularly review the pricing structure and treatment men
- Ensure at all times, the comfort, safety and wellbeing of both guests and staff
- Maintain and adhere to all Health and Safety regulations.
- Maintain correct levels of stock and supplies and carry out regular stock checks.

Teaching / Assessor

September 2005 - present

- Preparing and delivering Level 1,2 & 3 NVQ units in Hair, Beauty and Holistic Therapies
- Compiling Schemes Of Work
- Learner portfolio supervision and monitoring
- Learner reviews and progress reports
- Candidate assessment
- Open evenings, parents evenings and general college promotions
- Completing all relevant documentation and ensuring any further action is completed
- Tutorials

November1998 – January 2005

Cut Above Hair and Beauty - Dubai

Spa Supervisor

- Successfully manage the day-to-day operations of hair and beauty divisions with a staff; our spa staff are from many different countries including the Philippines, India, Australia and Sri Lanka.
- Management of a team of 16 staff

- Management of 8 treatment rooms, hair salon and relaxation areas
- Providing spa and beauty treatments to an international clientele.
- Pro-actively planning and devising sales strategies with financial targets to meet annual budgets.
- Implementing monthly marketing and promotional activities to influence new clientele and maintain client loyalty.
- Supervision and administration of staff activities through performance appraisals, monitoring personnel assignments and delegation of responsibilities to encourage staff enthusiasm.
- Actively continue to maintain own clientele for a variety of beauty and spa treatments.

December 1995 - November 1998

Marie France Beauty Salon

Head Therapist

- Sourced clientele using marketing and advertising tools to promote the salon. Supervised the co-ordination of various beauty treatments performed by Salon personnel
Lead discussion groups and presented demonstrations to on the details of beauty treatments to select groups of ladies within the community.

April 1994 - November 1995

Al Kazim Beauty Spa - Dubai

Senior Beauty Therapist

- Supported the owner at the inception of the business advising on beauty products, equipment, sourcing clientele and recruitment of qualified staff.
- Efficiently managed the sales budget with medium to long term strategies and defining overall growth objectives and profitability margins.
- Provided assistance and guidance in Beauty therapy treatments, i.e., massages, body wraps, facials, electrolysis, make up and waxing.

March 1994 - July 1994

Glemby Salon, John Lewis Ltd - London

Spa Manager

- Effectively initiated and actioned incentive driven sales strategies and objectives set by the Regional Divisional Manager.
- Activities included demonstration and product training in facial and body products, i.e. Guinot and Ionithermie.
- Accomplished a strong customer care programme through client feedback which directed future sales strategies and promotional techniques.

March 1992 – June 1994

Coiffeur Transocean Cruise Liners

Spa Manager

- Administration and Supervision of client appointments and spa treatments via direct communication with the concierge at the Front desk.
- Arranged and conducted product specific training for Spa personal on new products and services.
- Managed the fitness team and personal trainers, including all studio classes
- Managed and assessed bonus structures, personal timetables and performance appraisals.
- Performed normal ad hoc spa treatments, including massages, aromatherapy, reflexology, body wraps and hydrotherapy when required to accommodate demand.
- Reported to the Operations Manager the weekly income and expenditure on the spa treatments and products sold.

1990 – 1992

Beauty Therapist

Changing Faces Salon – Ireland

- First role after leaving beauty college
- Performed the full range of treatments offered in the salon

Hobbies and Interests:

Painting, horse riding, social, films