ASKON

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# JOB OBJECTIVE

To be a part of a company who believes in and gives opportunities to individuals who aspire to take roles by working professionally, wherein I could share my time, experience, skills and talents in achieving its goal. I have been employed with Steiner Trans Ocean for over 6years in various roles and disciplines, most recently as a Spa Manager on the Caribbean Princess, Coral Princess, Dawn Princess. I would like to use the shipboard experiences gained aboard to grow and diversify within your company.

# SUMMARY OF QUALIFICATIONS

* Possesses strong communication and interpersonal skills
* Proficient in Windows Office
* Team player
* Guest relations

# WORK EXPERIENCE

**La Therapie Facialist**

August2011–March2013

Steiner Trans Ocean

Golden Princess

* Serving customers in fast and friendly manner
* Stock take and stock ordering
* Cashing up and cleaning
* Opening and closing the store
* Performing various beauty treatments.
* Shipboard safety training and overall basic function within team
* Making appointments at reception desk, checking­in guests.
* Team­work.

# La Therapie Facialist

## May2013–December2013 Steiner Trans Ocean

## Ocean Princess

* Serving customers in fast and friendly manner
* Stock take and stock ordering
* Cashing up and cleaning
* Opening and closing the store
* Performing various beauty treatments.
* Shipboard safety training and overall basic function within team
* Making appointments at reception desk, checking­in guests.
* Team­work.

# La Therapie Facialist

## May2014–February2015 Steiner Trans Ocean

## Emerald Princess

* Serving customers in fast and friendly manner
* Stock take and stock ordering
* Cashing up and cleaning
* Opening and closing the store
* Performing various beauty treatments.
* Shipboard safety training and overall basic function within team
* Making appointments at reception desk, checking­in guests.
* Team­work.
* Helping within team of 24 staff with responsibilities inc.port clean & organisation of Embarkation Day.
* Achieving Target & Goals set out by Manager.
* Shipboard safety training and overall basic function within team.

# Spa Manager

## May2015-April2017 Steiner Trans Ocean

## Caribbean/Coral & Dawn Princess

* Serving customers in fast and friendly manner
* Stock take and stock ordering
* Cashing up and cleaning
* Opening and closing the store
* Performing various beauty treatments.
* Shipboard safety training and overall basic function within team
* Making appointments at reception desk, checking­in guests.
* Team­work.
* Helping within team of 24 staff with responsibilities inc.port clean & organisation of Embarkation Day.
* Achieving Target & Goals set out by Manager.
* Shipboard safety training and overall basic function within team.
* Column Management
* Handling Guest Complaints as per companies’ policies.

**MANAGEMENT OF CAPITAL RESOURCES**

* Preventative maintenance program to be carried out on all designated capital equipment as per policy
* Ensure that all equipment is properly maintained for safety as well as profitability
* Ensure the upkeep of the tills / computer / micros system
* Ensure info on Micros system is kept updated / maintained according to company policy and procedure

**QUALITY AND SERVICE**

* Ensures a suitable and appropriate atmosphere is created and maintained to enhance customer satisfaction
* Coordinates implementation and execution of new products consistently within the unit.
* Maintains the highest standards of quality for raw products
* Maintains the highest standards of finished product
* Maintains the highest standards of service
* Ensures menu changes are done in line with market demands
* Ensure effective use shift planning to support one hundred percent customer satisfaction
* Ensures that cost control measures consistence are used to identify and address operational opportunities

**HEALTH, HYGEINE, SAFETY AND ENVIROMENTAL RESPONSIBILTY**

* Implement and maintain requirements of Occupational Health and Safety Act
* Ensure a safe and secure environment for staff and customers
* Monitor hygiene and cleanliness standards of the kitchen / stores daily
* Enforce waste separationby all F&B staff
* Ensure First Aid Kits are kept stocked as per required list of requirements
* Maintenance of fire equipment annually – checks / servicing hereof

**EDUCATIONAL BACKGROUND**

* + **HIGH SCHOOL**

### Voortrekker High (Matric 2007)

Cape Town, South Africa

# COLLEGE

**College Of Cape Town,**

Wynberg Campus, Cape Town, South Africa

January 2008 – December 2010

* ITEC International Professional High Fashion Beauty Make­up Diploma
* ITEC International Bridal Make­up
* ITEC International Professional Ballet Make­up
* ITEC International Body Massage Diploma
* ITEC International Aroma Spa Treatments
* ITEC International Skin & Body Diploma
* ITEC International Indian Head Massage Diploma
* Manual Lymph Drainage Vodder method
* ITEC International Nail Technology; silk, fibre, gel & acrylic
* Electrical Body Treatments ­ Vacuum Suction and Galvanic Treatments

Additional Studies & Training:

2016 – Management training

* Cruise responsibilities as a manager
* Roles of staff onboard
* Quality assurance
* Enhancing customer service
* Guest disabilities
* Salon sanitization guidelines
* Stock control
* Commission payments

2015 – La Therapie Facialist

* Column management
* Time management
* Upgrading treatments
* Client satisfaction
* Checking­in guests
* Hosting seminars
* Hosting Ladies Pamper Parties

2014 – La Therapie Facialist

* Column management
* Time management
* Upgrading treatments
* Client satisfaction
* La Therapie Nutritive Facial Training
* La Therapie d’ Excellence Facial Training

2013 – La Therapie Facialist

* Column management
* Time management
* Upgrading treatments
* Client satisfaction

2011 – La Therapie Facialist

* Retail
* Customer service focus
* Treatment procedure
* Safety spot checks

**PERSONAL INFORMATION**

Date of Birth: September 24, 1989

Place of Birth: Cape Town, South Africa Nationality: South African

Civil Status: Single Sex: Female

Age: 27