



Wednesday 6<sup>th</sup> July 2016

Dear Emma,

The Spa at Hale Country Club is a luxury destination spa that includes a gymnasium, indoor/outdoor pool, rooftop wellness pool, sauna and steam rooms and champagne lounge. We provide a vast range of treatments to our clientele. In turn, The Spa at Hale Country Club employs a range of expert beauty/spa, nail and complementary therapists from a wide range of backgrounds. Our standards are high and we seek excellence.

We would like to support the following City and Guilds qualification:

**Title: City and Guilds Level 2 Technical Certificate in Beauty Retail**

This qualification has been developed with the needs, relating to skills and knowledge, of the beauty retail sector in mind and therefore the following have been included:

- Working in the beauty retail industry
- Communication and customer service
- Sales and promotional activities
- Skin care for beauty retail
- Make-up for beauty retail
- Retail of additional products for beauty retail

We believe that the above practical skills and underpinning knowledge would give a young person an advantage when seeking employment and are essential for a new employee in the role of a Beauty Retailer. We support the development of this City and Guilds Technical qualification and feel that it is fit for purpose across the beauty retail industry.

We confirm that we consent to our company name (and logo) being made publicly available on the DfE and City and Guilds websites.

Yours sincerely,

Sasha Fillaudeau  
Spa Manager – Hale Country Club

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