

## Any Name

Any House, Any Lane, Any County, Any Postcode  
00000 000 000 or 00000 000 000  
anyone@anyemail.com

### Personal Profile

An extremely approachable and professional person due to experience working front of house in a busy hotel. With a proven ability to keep calm when dealing with guests despite the pressure of having to carry out multiple tasks under strict time pressures. Looking to contribute to a new team in a hands-on and active role.

### Skills

- **Working to deadlines** – always prepared to work flexible hours required to ensure that tasks are completed. Previous roles have required independent working where self-motivation was crucial.
- **Team working** – through team sports and time with the Military College this skill has been routinely practiced.
- **Listening** – An active listener able to absorb and paraphrase information provided, this is useful when dealing with customer complaints to ensure that nothing is forgotten.
- **Customer Service** – experience with dealing with members of the public from a range of backgrounds and nationalities. Confident in calmly dealing with difficult customers.

### Work History

Any Hotel

June 2018 – August 2019

#### Waiter and Kitchen Porter

Working in a popular 4\* hotel duties and responsibilities included;

- taking orders and waiting on tables
- recommending dishes to customers
- pot washing
- preparing and serving desserts
- cash handling
- adhering to strict health and safety processes
- providing cover in the kitchen in the absence of kitchen staff

Tomorrow's Mirrors

February 2017 – May 2018

#### Assistant Supervisor

Working in a small but busy shop duties and responsibilities included;

- cleaning mirrors
- setting up displays for the day
- assisting people in their product choices taking their requirements into consideration
- upselling mirror cleaning products

- handling cash and balancing the tills
- supervising staff and arranging rotas

Any Inn

August 2016 - May 2017

**Waiter**

Working in a city-centre hotel and restaurant, duties and responsibilities included;

- taking the customers' orders at the bar
- preparing and mixing cocktails
- serving meals
- cleaning and preparing tables
- processing cash and card transactions

**Education and Training**

Aug 2017

**United Kingdom Sailing Academy (UKSA)**

Changing Directions Certificate  
RYA Power Boat Level 2 Certificate  
RYA First Aid Certificate

Feb 2016

**MPCT (Military Preparation Course)**

Personal and Social Development (PSD Award)  
BTEC Level 3 Public Services (Award, Certificate and Diploma)  
Functional Skill Entry Level 3 Maths and English

Jun 2015

**Anytown High School**

6 GCSEs including English, Maths and Science

**Achievements**

- Climbing up Ben Nevis
- Completing the Potential Royal Marine course
- Playing for the under 16's Rugby team
- Completing the St David's Day charity run

**Hobbies and Interests**

A keen interest in all things fitness, currently attending the Boxing Gym twice a week and previously played rugby for school and a local team. Following time with UKSA also now exploring new interests in paddle boarding, windsurfing, kayaking and keel boating.

**References available on request**