

N O R N A Y A U
0 7 7 6 5 2 2 6 3 5 0
R I V 3 R @ M S N . C O M

PERSONAL SUMMARY

I am a hardworking, enthusiastic and reliable person with extensive skills, which have been gained through university training and a variety of working environments. I perform extremely well under pressure and am an all round team player looking to create and learn. I have excellent interpersonal and customer service skills and I always give my utmost to any task undertaken with particular attention given to quality and detail.

ARCOLA THEATRE
London, UK

Front of House &
Box Office Manager
Feb 2016-Present

- Responsible for the smooth & efficient day-to-day running of the theatre's FoH & BO operations as well as the identification & implementation of long term strategies for FoH & BO management development.
- To lead & develop the team of casual FoH staff, in both their activity & approach.
- Manage the running & administration of the box office system Spektrix.
- Daily Management of theatre relationships with Visiting & In House Companies.
- Implementing the correct emergency & evacuation procedures for the building.
- Recruitment, drawing up staff rotas & process of payroll.
- MHFA England, Fire Marshal & Emergency First Aid trained.
- Key Holder.

CURZON SOHO CINEMA
London, UK

Duty Manager
Nov 2008-Mar 2015

- Efficient day-to-day control of all cinema activities.
- Achieving audience and sales targets.
- Planning, developing and supervising promotional and advertising projects.
- Recruiting, training and managing staff.
- Undertaking administrative tasks.
- Cash handling and banking.
- Dealing with enquires from press and public.
- Events and private hires.
- Complying with licensing and health & safety regulations.
- Newman EPOS system.

CURZON FILM WORLD
London, UK

Events Assistant
Mar 2013-Mar 2015

Typical duties include supporting the heads of department [private & public] in all aspects of organisation, client liaison and correspondence, dealing with queries as well as general administration support as required.

CURZON SOHO CINEMA
London, UK

Phone Room Operator
May 2012-Mar 2015

- Booking and Membership sales for all 12 venues.
- Technical and customer support for Curzon Cinemas website and Curzon Home Cinema.

Bar Supervisor
Nov 2009-Dec 2012

- FNB/Stock ordering and control.
- Supervision and training of staff.
- Berry Bros & Rudd Wine, Monmouth Coffee and Bar cocktail trained.

INTERESTS

Film|Photography|
Travel|Climbing|
Roller derby

EDUCATION

London South Bank University
London, UK [2005-2008]
BA [Hons] 2:1 in Digital Film & Video

Coleg Glan Hafren Tertiary College
Cardiff, UK [2003-2005]
BTEC National Diploma in Media