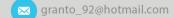
# **Grant Tolhurst**





Full UK Driving License | DOB: 05/05/1992 | Address: 64 Frognal Gardens, Sittingbourne, Kent, ME9 9HU



## **Work Experience**

#### MANAGER

Watling Tyres (Margate) | October 2017 - Present

All of the below whilst at Watling Tyres, including: Processing of job sheets onto various online systems | Organise bookings and appointments using an online calendar system | Ensure all email queries from customers are responded to in a timely manner | Managing staff timesheets | Wage completion and submission | Banking cash & cheques from sales | Ensuring depot runs at a profit | Overheads control | Keeping health & safety records up to date | Keeping risk assessments & method statements up to date | Recruitment | Organisation of staff training | Supervising & appraising staff | Preparing promotional materials & displays | Liaising with head office | Team motivation to increase sales | Maintain awareness of market trends | Monitor competitors | Provide reports to senior executives | Ensure all paperwork is up to date |

#### **ASSISTANT MANAGER**

Watling Tyres (Canterbury) | September 2012 - October 2017

Over the phone & walk in quotes | Dealing with customer complaints | Resolving any staff disputes and problems | Organising breakdown recoveries and repairs | Stock controlling | Health & safety checks | Received regular first aid training |

#### WORKSHOP & MOBILE TECHNICIAN (+ 24HRS CALL OUT SERVICE)

Watling Tyres (Sittingbourne) | November 2007 - September 2012

Car tyre fitting & repairs | Assisting in mechanical repairs & M.O.T's | General workshop maintenance & cleanliness | Dealing with customer enquiries | Lorry, industrial and agricultural tyre fitting & repairs | Roadside & on-site breakdowns | 24hr mobile technician service | Van maintenance |

#### **ADMINISTRATOR**

Aecom Building Surveyors | July 2011 - 1 month contract placement

Daily administration including answering calls and inputting data. Acquired order numbers from customers for work that had been carried out.

#### **BAR ASSISTANT**

The Red Lion (Sittingbourne) | May 2009 - September 2009

General duties every Friday and Saturday including: glass collecting and washing, stock replenishment and general upkeep.

#### **CUSTOMER SERVICES ASSISTANT**

Tribeca Technology LTD | April 2009 - Work experience week

Travelled for home visit IT call outs | Call centre duties | Professional and resilient telephone manner | Followed procedure & policies | Time management for strict shift rota amongst other CSA's | Dealt with complaints appropriately |



### Education

#### **CANTERBURY COLLEGE:**

2008 - 2010

3 A levels equivalent in total (x3 A's): National Certificate for IT Practitioners BTEC

#### **BORDEN GRAMMAR SCHOOL:**

2003 - 2008

10 GCSE's in total including Mathematics, English and Science, grades A-C. Other GCSE's include I.T (B), History (B), French (C) and Geography (C).

## References

MR. ROSS LAKER Depot Manager Watling Tyres (Canterbury) 01227 464328

MR. IAN QUINN Assistant Manager Watling Tyres (Sittingbourne) 01795 472354