

# Emily Joy Plater

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## Personal Profile

I have recently arrived in Portland from Nottingham, England, and feel I have much to offer with my extensive experience in customer service and hospitality roles.

From a young age I have been given responsibilities that have required me to relate to a wide range of people, this is where my strengths lie.

I am a subtle but strong individual who is a calm, positive presence, and I feel I bring a valuable dynamic to a work environment.

## Relevant Skills

- Experience in the particulars of service work- etiquette, professionalism, flexibility
- Essential organization skills- including good time management and ability to multitask
- Front of house experience- ability to put the customer at ease and assist as needed
- Consistent customer care- including an understanding of customer/server rapport
- Ability to adhere to company systems and policy- able to following instruction well

## Job History

- **Server** Portland Seafood Company, Portland USA: Nov 2011- Present
- **Farm Hand** (Voluntary Position) Riverside Farm, McMinnville, USA: Aug 2011- Sept 2011
- **Hotel Receptionist** (Maternity Cover) The Beeches Hotel, UK: Feb 2011- Aug 2011
- **Various Temporary Job Agency Positions** Office Angels, UK: Aug 2010- Feb 2011
- **Receptionist** (Temporary Position) Queens Medical Centre, UK: March 2010- July 2010
- **Office Receptionist** Atkins Ltd, Nottingham, UK: Feb 2008- March 2010
- **Receptionist/ Joint Project Manager** Trees for Life, Kansas, USA: July 2007- Dec 2007
- **Wedding Waitress** (Summer Job) Newagen Seaside Inn, Maine, USA: June 2006- Aug 2006
- **Waitress** Ashmores Restaurant, Radcliffe on Trent, UK: October 2000- July 2004

## Education

- **BA (Hons) American Studies - 2:2**  
(Lancaster University: 2004-2005, 2006-2007)  
(The University of Maine, USA: 2005-2006 -Study abroad year)
- **A Level's - 2 B's-** English Literature, A Level, Media Studies, A Level  
**2 C's-** Psychology, A Level, Human Biology, AS Level  
(High Pavement Sixth Form College, Nottingham: 2002-2004)
- **GSCE's - 8 A's-** English Literature, Speaking and Language, Media Studies, Science (Double award), Geography, Drama, Food Technology  
**1 B-** Mathematics, **1 C-** German, (Dayncourt School, Nottingham: 2000-2002)