**Alex Francis**

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| I am a trusted and experienced people manager, with a strong customer service background. My own feedback says that I am driven but calm, reliable, honest and consistent. I am a completer-finisher who likes to develop teams who deliver on high quality customer service, and in my current role I already provide training to others regularly. I am highly adaptable and have a perpetual goal to improve myself and learn. I am now looking for the next upward step in my career to expand my skill base and broaden my experience. |

**Job History**

**Big Tyres LTD – Nottingham**

**From September 2020 – September 2021**

**Role: Sales and Customer Service Manager**

Due to my success with my previous role, I was promoted within the business. As an extension of my previous role, additional responsibilities included:

* Staff Management
* Managing a small team of Sales and Customer Service staff to deliver excellent service and drive sales for the business.
* Offering appropriate training to staff on new products and processes that will affect the business.
* Handling staff issues such as holiday and team meetings.
* Sales
* Managing the Sales across the team to meet quarterly targets agreed with upper management.
* Identifying sales opportunities to excel profit.
* Managing high pressure/high profit orders personally or supporting the Sales and Customer Service team from sale inception to conclusion.
* Business to Business Relationships
* Engaging with Supplier representatives to maintain database, pricelists and negotiating best pricing for orders of mutual benefit.
* Working with established networks of contacts to source and supply specialist items as required.
* Understanding of supply chains from manufacturing to end product - pressure points, expectations and repercussions that can affect the business.
* Working on establishing accounts and relationships with new suppliers.
* Know where the limits of the business relationship lie and ensure they are respected.

**Big Tyres LTD – Nottingham**

**From: June 2017 – September 2020**

**Role: Sales and Customer Service Representative**

* Service Management
* Maintaining B2B relationships with our suppliers to manage orders and promote coordination to deliver goods to the end user.
* Liaising with service providers to keep customer who require work conducted on site up to date.
* Building working relationships with longer term customers to maintain rapport and ongoing Sales.
* Sales
* Taking customer inquiries via a variety of means such as phone, email and Livechat.
* Interpreting the information provided to direct the customer to the appropriate product and identify opportunities for upselling as required.
* Handling both cash sales for goods and taking payment via multiple platforms.
* Making sure all processes are followed when dealing with customers outside of the UK and ensuring VAT compliance (Pre-Brexit).
* Customer Service
* Answering any questions customers have in a fast and effective manner via a means suited to the customer.
* Resolving any complaints may arise. E.g. Delivery, warranty etc.
* Engaging with the customer in a formal but approachable way to discuss what would suit their requirements best.

**Fortis Student Living – Nottingham**

**From: January 2017 – May 2017**

**Role: Accommodation Manager**

* Facilities Management
* Management of building faults through dedicated reactive system.
* Responsible for day-to-day operation of a 102 room student accommodation block with duties conducted on an ad-hoc basis on three further buildings.
* Liaising with contractors on work conducted.
* Sales
* Handling of inquiry from initial interest to finalizing deposit on bookings.
* Answering inquiries via several methods including email, telephone, face-to-face and text where required.
* Providing detailed information on all Nottingham Properties, delegating enquiries where necessary to colleagues.
* Customer Service
* Answering any on-site questions for residents and managing any complaints voiced.
* Creating bookings and amending according to customer preference.
* Providing concierge service by providing information on local area, receiving parcels for residents and managing social media presence.

**Premier Inn, Warwick – Thyme**

**From: December 2014 – December 2016**

**Role: Duty Manager**

Based on my performance and customer service skills from being a Team Member, I was promoted to Duty Manager within Premier Inn

* Safety and Security
* Safety and security of all guests within the 124 room hotel (approx. 350 guests at peak)
* Safety of staff on site in event of emergency (up to 20 staff)
* Participating in regular fire test procedures such as fire alarm testing and drills.
* Experience with CCTV systems
* Experience with working with the police after an incident
* Staff Management
* Directly managing a team of multiple staff from receptionists to chefs.
* Staff training of all new starters in brand standards and SOPs
* Providing health and safety training and information to staff
* Ensuring high standards of service throughout the shift
* Maintaining excellent relations between Ground Floor and Housekeeping departments
* Financial Admin Experience
* Till counting
* Cash handling
* Responsible for End of Day cash tallying and banking ranging from £1 up to thousands
* Safe Holder responsibility of house float
* Ad-hoc support for other departments such as Housekeeping and Kitchen.
* Complaints handling – face-to-face, online and via phone

**Premier Inn, Warwick – Thyme**

**From: August 2013 – December 2014**

**Role: Team Member**

* Establish fast and friendly relationships with guests
* Attention to detail e.g., Order taking, special orders, allergies etc.
* Time Management
* Cleaning and Minor Maintenance
* Engaging with my team to provide high quality service.

**Volunteer Work**

Name: Raleigh Research Project

Role: Interviewer

Date: March 2013 – May 2013

* Public Interaction – Face-to-Face
* Information Gathering
* Working to Deadlines

My Skills

* Patience
* Excellent customer service experience
* Team-player and leadership qualities
* Excellent inter-personal skills with customers, colleagues and suppliers
* Keen analytical skills and attention to detail
* Able to work strongly individually or collectively as part of a team
* Adaptable
* Critical cash handling experience and responsivity
* Clean driving licence for 10+ years
* Strong computer & PC skills including experience with in-house systems and software. E.g. Salesforce
* Experience of statutory health and safety legislation such as RIDDOR and HACCP system.

My Character

* Reliable and driven to success
* Eager to face new challenges
* Goal focused
* Perpetual drive to learn new skills
* Calm under pressure

**Qualifications**

* British Institute of Inn-keeping Awarding Body level 2 award for personal licence holders
* **2:1 in BA History from Nottingham Trent University**
* Grade C A-Levels in History, Classical Civilisation and Politics
* Grade B GCSE Maths and Grade C English GCSE
* Further 5 Grade B GCSEs

**Hobbies & Interests**

Archery – a former member of NTU archery club

Keen on watching live music

Camping & hiking

Gaming

Co-manage a Dungeons and Dragons Campaign group

Custom PC construction and modification

Cooking

**References**

Chris Flower

Director at Big Tyres

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