**Natasha L. Charles**

**# 238 Emerald Park West**

**St: Phillip**

**571-5666 (Home)**

**263-1503 (Mobile)**

**E-mail:** [**pr\_banc@hotmail.com**](mailto:pr_banc@hotmail.com)

**Career Objective**

**To be a valuable and positive member of any organization that affords me the opportunity to use my skills and training. To gain new exposure that will foster personal and professional development.**

**Summary of Qualifications**

Communication level 1 (English) City and Guilds certificate Pass 2008

Diploma in Health and Social Care BTEC level 1 Merit 2008

Mathematics GCSE Grade A 2005

English GSCE Grade B 2005

General Science GSCE Grade D 2005

Food Technology GCSE Grade B 2005

Business Technology GCSE Grade C 2005

Humanities GCSE Grade E 2005

**Professional Experience:**

* Front desk reception including meeting and greeting guests
* Taking reservations and bookings online and locally.
* Liaising with the housekeeping department to coordinate room preparation.
* Collecting and securing of cash receipts from customers
* Preparing invoices for client services
* Customer care – resolving minor customer issues and meeting individual customer needs
* Stock control including inventory checks and ordering stock
* Basic accounting functions including recording receipts and revenue.

**Education**

* East Surrey College (Gatton Point North, Claremont Rd., Redhill, Surrey, U.K) 2008
* Warlingham High School (Tithepit Shaw Layne , Warlingham, U.k) 2005
* St. James Secondary School 2003
* St. Patrick’s R.C School1999

**Employment History**

* **Palm Garden Hotel (Worthing Main Rd. , Christ Church) Jan 2013 – Present**

Front desk reception/ Guest services representative

* **Silver Fox Arcade (Oistins, Christ Church) Aug.2012 – Jan.2013**

Bar maid

* **Casa Grande Hotel (Oldbury St. Philip) Jan 2012 – Aug. 2012**

Front desk reception/ Bar maid

* **Bar 7 (The Arcade, 32/34 High street, Croydon) 2009 -2010**

Advertising and Promotions rep/ Door Clerk

* **Fairfield Hotel ( Lansdowne Rd., Croydon, U.K) 2008 – 2009**

Front desk reception/ Guest services rep.

**References**

**Mrs. Maria Alleyne Mrs. Katrina Bradshaw**

Deighton Griffith School Cutting road

Kingsland Haggatt Hall

Christ Church St. Michael

Tel: 423-9455 (h) Tel: 427-7711

268-4005(Mob) Tel: 264-5565 (Mob)