

Kelseigh Ashton

Senior 1st Line Support Agent - Fourth Hospitality

Macclesfield

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Work Experience

Senior 1st Line Support Agent

Fourth Hospitality - Macclesfield

March 2017 to Present

Determined

I currently work at Fourth Hospitality in Tytherington, Macclesfield. My Problem Solving key role is to deal with escalated & senior technical queries put forward by our key customers, Pizza Express, Ask Italian, Zizzi, Byron etc. to resolve Analytical Mindset them within the service level agreement time and diminish re-occurring Effective Communicator bugs within their system with the help of our 2nd & 3rd line team's. At present, I am in line to be promoted to a technical specialist within the systems that we deal with due to excelling in my current position and

Assistant Bar Manager

The Old Millstone - Macclesfield

December 2016 to November 2017

Whilst I was working at the Mill Stone I had a varied role, I was responsible for all duties in the daily running of the pub, I was responsible for arriving at the premises and opening it up to the public and closing the doors when it was time to do so. I was responsible for the tills during this time where I would be cashing up the site, storing and documenting of the cash & making sure that any change necessary was stored correctly. When the premises were closed to the public I would clean the pub and make sure that it was of an exceptional standard to be opened up again the following day. I was also working behind the bar serving customers with food & drink, I would deal with customer complains personally and effectively to ensure they were resolved and also changed the barrels for the pumps in the cellar. When the pub was closed it was my role to take charge of the daily intake and input these into the books, displaying clearly and efficiently the cash took on any given day.

Food & Beverage Assistant

Tytherington Club - Macclesfield

May 2016 to November 2016

My responsibilities at the Tytherington Club included opening multiple bars and the handling of their cash floats. I was responsible for ensuring the bars is fully stocked for the day ahead. I was in charge of closing these functions & counting all tills at the end of the night to ensure that the areas & bars were clean. After every day I wiped all surfaces & prepared them again ready for the next day. My daily tasks included taking food orders, pouring drinks, polishing cutlery and cleaning tables. I also made sure the outside areas were clean and at the end of each shift I put the outside decor away and put the secured them. In addition to this, I often help set up for functions and run the function bar.

Food & Beverage Assistant

English Lakes Hotels - Morecambe
April 2015 to May 2016

My responsibilities whilst working at the Midland Hotel were as varied, I would take customer's orders(breakfast, lunch, dinner and afternoon tea), make drinks such as tea and coffee and also food, this involved taking the food to customers, polishing plates and cutlery and ensuring customers got the correct food. I also undertook bar training that helped in further positions so that I could serve alcoholic beverages to customers.

I also helped out on functions, including weddings, afternoon teas for a large group of people. I also ran some small functions on my own. My achievements are working as part of a successful team during busy times, be able to control stress levels during busy periods, pushing myself to learn how to work on the bar and focusing on achieving above expectations. The skills I demonstrate were bar skills; bottling up a bar, taking orders, handling money, cleaning a bar down properly. Tea and coffee skills; cleaning the coffee machines, stocking up teas and coffees and making coffees such as lattes. Function skills; being able to run a function, working as part of a large function team and helping set up for functions.

Education

DDM in Public Services

Lancaster & Morecambe College - Lancaster
September 2013 to July 2015

GCSE

Heysham High School - Morecambe
2008 to 2013