Elise Kathryn Ann Kofoed

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Personal Mobile

Personal Statement

I am a hardworking, honest individual and a good timekeeper who is quick to learn new skills and earn peoples respect. I always stay focused disciplined and persist on reaching my objectives by breaking down tasks step by step while being patient and staying firm. I am also courteous and remain calm when problems arise. I am able to communicate with anyone superbly and deliver the finest customer service. My biggest asset is my welcoming personality as I’m able to make people feel comfortable in a range of environments. In addition, I work well on my own as well as part of a team, using my own initiative to solve problems and work flexibly where and when needed.

Key Skills

* Punctual Excellent numeracy skills
* Cultural awareness
* Working under pressure,
* Time management
* Having a good initiative (being able to solve problems quickly and accordingly)
* Commercial awareness
* Excellent customer service & outstanding communication skills,
* Being able to work under pressure
* Working with a busy team
* Being punctual
* Flexible to change

Work Experience

**Catering Assistant/Waitress**

**Paultons Park Peppa Pig World - Southampton**

Working in Paultons Park I had one of the hardest jobs as I only worked there during term time this involved being a catering assistant as well as being able to adapt to change and still be informative to the changing of surroundings and functions. I assisted a team of hosts and hostesses by approaching, greeting, seating, and thanking customers, seeing to their needs, and delivering accurate and prompt service. This meant I had to grasp the customer’s interest and apply my knowledge of what the Park had to offer the visiting families involving rides to performances to the food we provide at the Park. I had to also keep my working area looking immaculate by every fifteen minutes cleaning all the counters and windows of the kiosks or the cabinets holding food around the tills in the restaurant. I had to also make sure all the drinks and deserts were tidy and organised so that customers knew what they were buying. As well as having good customer service making sure to maintain a high attention to detail when meeting the customers expectations. My multitasking and memory skills came into place as at times I would be serving around four families at a time staying attuned to the needs and acquirements whether that being specific health requirements to limes being placed in their water. Furthering this I also have experience requesting and recording customer orders and totalled orders with cash registers. Notifying kitchen staff of special orders and shortages. After seating customers I make sure to answer questions about the menu and make recommendations when appropriate or requested. Food preparation especially in functions eg. Meetings and Parties included salads, sandwiches, and crafted desserts displayed in a presentable manner ready for guests to help themselves.

Skills gained from Paultons Park:

Rapport building with a different level of clientele, Gel to any new environment of work and a whole new team, Level One Catering Certificate, offering support to my team on a wider base, expanding my communication skills and adding a positive culture of accountability within the store

*Reference: Andy Wyatt (Catering Department) - 023 8081 4442*

*Paultons Park, Ower, Romsey, The New Forest, Hampshire, SO51 6AL*

**The Tramshed – Preston Private Housing**

I had many roles whilst working as a receptionist in Tramshed. These roles required me to acquire many skills, mainly managing the whole reception by myself. Some of these roles required me to be in charge of bookings and dealing with different client enquiries. Being the only manager whilst working meant I had to be very careful and precise whilst handling things such as the deliveries for the students and making sure everything was organised perfectly, so everyone got the correct deliveries. I did this by creating a Microsoft excel forum and carefully but accurately writing down what goes in and out of Tramshed to make sure everything was as secure as it can be. Working in Tramshed I also became a lot faster and efficient at problem solving as there were several occasions when students wouldn’t be able to access their rooms, a student didn’t receive their parcel or an emergency took place. In these situations I would immediately think of the best solution so that the students were happy and the systems were running smoothly as always. Most importantly because I had to deal with different types of people and problems everyday I managed to use my excellent customer service skills and a kind smile to always stay calm and enable every situation to work in Tramshed’s best interest. Other than doing receptionist jobs I also had to apply my communication skills and management skills when it came to dealing with occupancies on the site involving personal issues.

*Reference: Hayley McHugh (Tramshed Manager – Preston) -* [*Hayley.mchugh@freshpg.com*](mailto:Hayley.mchugh@freshpg.com)

*The Tramshed, 160 Corporation Street, Preston, PR1 2UQ*

**House of CB – Manchester Arndale**

I worked as a sales associate in the Manchester Arndale store. This role acquired me to use my people skills as I engaged in talking ton customers as well as having to use observation to see what I could do to help customers find the right outfits for each of their specific occasions. Working in House of CB I styled and chose clothing for an arrangement of customers making sure that each individual felt comfortable and confident in each garment the left the store with. I had to work to reach targets as well as, persuasive techniques of encouraging customers to buy add on products such as underwear and shoes. I learned and improved many skills whilst working in such a fast paced environment. These skills include; stock count and the skill of tracking inventory turn out, keeping track of presentation of the shop floor ensuring there was a consistent up keep of standards met with the presentation of garments and shoes making sure the first visuals customers had were inviting. Overall, I have become very accustomed to working in a fast pace environment and using my initiative to tackle problems as and when the occurred. Especially because House of CB is a high-end brand, I’m happy I wash able to work and be apart of the company for the time that I have.

*Reference: Adele Prior (Store Manager) mobile – 07984608372*

*162 Arndale Centre, Manchester, M4 3AB*

**Makeup Modelling**

I have been used as a makeup model by multiple makeup artists from around Central Manchester to Whiston. This involves making sure my presentation and self care maintenance is well and that I’m a clear canvas for the makeup artists to work on. With this many of the people I have modelled for are people training and practicing their skills in makeup which means I also reassure and with their trainer to maintain their confidence.

Skills gained from Makeup Modelling:

Good time keeping making sure I’m always on time for appointments and reliable on booking, self presentation and self care maintenance, patience and making sure to understand when someone is nervous or uncomfortable and how to deal with that in different manners so they’re put at ease.

**Missguided Warehouse**

Performed various tasks where I had to use my initiative to solve various complaints and stock problems. I had to organise organise merchandise efficiently and effectively to get stock and goods in and out as quickly as possible. I also had an hourly target of getting 120 items to their place to be shipped away which I would meet and exceed every time.

**Khan pharmacy**

I also worked at a Pharmacy for work experience. At the pharmacy I would give people prescriptions and work as a cashier. I would also look for the drugs or prescriptions that may be life threatening and I was taught how to act with these drugs accordingly so I wouldn't put someone's life at risk. I also dealt with customers who had a severe drug addiction and helped some customers to try and get over their addiction.

Education History

**GCSE Grades**  **2014 – 2016**

English Language – C, English Literature – A\*, Mathematics – C, Drama – A\*  
Dance – B+, Triple Science – C, Religious Education – B

**St John Rigby College 2016 – 2018 -**

English Literature A level – B, English Language A level – B, USA/UK Government Politics  – C

Availabilities

 Available all week except Monday and Friday