

Personal Summary

With a cheerful personality and enthusiasm to learn new things and meet new people, I work well in a team environment. However, I also have the capability to work efficiently and independently when needed. I am excellent at managing my time well and always stay organised. Taking on additional responsibilities is not new to me. I find it very easy to talk to different people of all ages.

I thrive in intense and busy environments and I'm always looking forward to learning new skills.

Work Experience

The Hermit Inn – Burley in Wharfedale

Waitress / Bar Staff September 2015 – June 2019

Initially under the guidance of the Bar Manager, I served food and prepared drinks for customers. Although, more recently, I have deputised for the bar manager and lead the bar team. I think that it is the upmost importance that all customer requests and queries are responded to promptly and effectively.

Duties:

- Operating the till and taking cash.
- Serving customers from behind the bar, offering advice on drinks.
- Responsible for keeping the bar clean and tidy, collecting empty plates & glasses.
- Preparing the bar for service, restocking drinks.
- Providing a professional, friendly and courteous service to all customers.
- Taking food orders from customers in the seated restaurant area.
- Delivering food and drinks to customers at tables.
- Dealing with guest complaints in a friendly and efficient manner.

The Coop – Burley in Wharfedale

Paper Delivery September 2014 – September 2015

I worked independently delivering papers in the early hours of each Sunday morning no matter what the weather was like.

- Resilience
- Responding to feedback
- Stamina in all environments

Qualifications

10 GCSEs- Maths Grade 9 and English Language Grade 8

Full clean driving license

Gold D of E

Currently waiting for A Level results in Maths, Further Maths and Physics

References

Gill Kelly – The Hermit Inn – gilliankelly11@icloud.com