

Ellie Morley

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08/11/1994

AREAS OF EXPERTISE:

- Bar Tending
- Hostessing
- Customer Service
- Waitressing

PERSONAL SKILLS:

- Team Working
- Enthusiastic
- Dedicated
- Organised

EMPLOYMENT:

> June 2018 - May 2019: The Grounds of Alexandria, Sydney

Hostess and Waitress

Duties included:

Using Open Table software to seat between 500 to 1600 covers a day

Face to face customer service at the front of the Cafe

Hostess duties including; taking phone calls, showing customers to their tables, dealing with complaints and ensuring customers are happy from the first point of contact at The Grounds until they have finished their experience

Regularly communicating with managers and floor staff through radios ensuring tables are efficiently served and turned on time

Taking orders through Abacus

Serving food

Handling money

Ensuring customers are having the most enjoyable experience

Talking to new customers

Getting to know regular customers

Efficiently working within a large team of people

> June 2017 – May 2018: Project Challenge Education Training Provider, Halifax

Youth Support Worker and Admin

Duties included:

Classroom support for learners aged between 15-19 with learning and/or behavioural difficulties, in lessons such as; Functional Skills English and Maths, Public Services, Sport and Active Leisure and Hospitality.

Admin work

Keeping in contact with Key workers, Social workers and parents

Giving one to one educational support

Giving Information, Advice and Guidance to young people

> October 2015 – June 2017: Oasis Fashion, Meadowhall, Sheffield

Sales Assistant and Fashion Stylist: October '15 -February '17

Duties included:

Cash handling

Face to face customer service

Replenishment

Marketing the brand on social media

Store Supervisor and Fashion Stylist: Feb '17- June '17

Duties included:

Managing a team of 3 staff members

Managing the shop floor

Opening and closing the shop

Cashing up

Driving store card sales

> October 2014 - January 2015: ZARA, Meadowhall, Sheffield

Sales Assistant and Mens Fashion Stylist

> July 2012- January 2014: The Tannery Bar, Hipperholme

Barmaid/Waitress

Duties included:

Handling Money

Bar tending

Serving food

Making desserts

Organising charity events

> July 2011- July 2012: The Yorkshireman Restaurant, Halifax

Waitress and Customer Service

> November 2009- September 2014: Taylors Butchers, Halifax

Cashier/Cleaner/Shop Assistant

> November 2008-November 2009: Design House Restaurant, Halifax

Waitress and Customer Service

EDUCATION:

September 2014 - June 2017

Sheffield Hallam University

BA (Hons) Education with Psychology and Counselling

Achieved 2:1 Grade

September 2006 - July 2013

Hipperholme and Lightcliffe High School, Halifax

10 GCSE's Obtained / 3 A-Levels Obtained

TRAINING ACHIEVEMENTS:

HSLA Level 3 Coaching Award

Safeguarding Children

IAG (Information, Advice and Guidance) Level 1

HOBBIES AND INTERESTS:

Skiing

Travelling

Cooking

REFERENCES: Available on request