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|  | |  | NERYS ANDREA PETROU  I am a friendly and hardworking individual with a can-do attitude. I have had plenty of experience over the past two years in customer service and would be a valuable asset to your business. SKILLS  * Strong organizational & multitasking skills * Excellent team working skills * Self-sufficient * Effective analytical skills and dynamic thinking * Strong verbal and written communication skills * Great attention to detail * Microsoft Excel, Word, PowerPoint & Publisher * Exceptional time management  experience[Nov 2017] – [July 2018] Waitress **•** Jerk Kitchen [Nov 2018] – [Aug 2019] Waitress • FOH Team Member • McMullen’s ROLES  * Serving customers (1-1 sales experience) * Cooking and kitchen cleaning/maintenance * Maintenance of customer dining area * Exceeding customer expectation * Promoting specialty products and product knowledge * Resolving customer service issues * Effective communication with customers and my colleagues * Time management during peak business times, multi-tasking and working as a team * Supporting my co-workers * POS System * Restocking * Working in a fast-paced environment * Assess customer needs  Education ***Level 2 Food and Hygiene for Catering Course*** The Broxbourne School, [2012-2019] GCSE’s   * English Language – 9 * English Literature - 8 * Mathematics – 7 * History – B * German – B * Chemistry - A\* * Biology – A * Physics – A * Business – A * Graphics – B * Computer Science – D\*   *A-Level’s*   * Chemistry – B * Biology – C * Art, Craft & Design – B |
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| Marker | 70 Russells Ride  Cheshunt  EN8 8TZ |
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| Receiver | 07729 802 712  01992 410 513 |
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| Email | neryspetrou@googlemail.com |
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