

# E M I L Y T A G G A R T

## SUMMARY

I would describe myself as a very confident and self-motivated person. I love socialising and meeting new people. When it comes to working I'm hardworking and so the best of my ability to complete tasks. I'd like to say I will always put 100% into the work and stay focused to meeting needs and making sure the work is completed.

## CONTACT

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## EXPERIENCE

11.2023 -  
05.2024

### FOH Team Member

*Baxter Story , Burnley, England*

- Designed and distributed marketing materials, including flyers and social media posts, to promote café offerings.
- Conducted regular quality checks on beverages and food, ensuring consistency and customer satisfaction.
- Created a welcoming environment for customers, addressing inquiries and offering recommendations on menu items.
- Analysed sales data to identify trends, adjusting stock levels and staff rota to meet demand efficiently.
- Prepared and served a variety of coffees, teas, and other beverages to meet customer preferences.
- Maintained thorough understanding of food health and hygiene standards for continued safety compliance.

08.2022 -  
03.2023

### Bar Staff Member

*Club, Burnley, England*

- Negotiated with suppliers to secure exclusive beers for special events and promotions.
- Resolved customer complaints regarding beer selections with professionalism and a focus on satisfaction.
- Achieved and exceeded monthly sales targets through effective customer engagement and follow-up.
- Analysed sales data to identify performance trends and areas for improvement.

## SKILLS

- Database management
- Quality Assurance
- Communication skills
- Calm under pressure
- Health and safety awareness
- Customer experience
- Payment Processing
- Transaction processing
- Team player
- Office 365
- Customer communication
- Hardworking
- Positive attitude towards working
- Loves chatting
- reliability
- using computers
- Team player
- Open minded
- Understanding
- Independent worker
- Determined
- Work Driven

- Gathered customer feedback on products and services, relaying information to management for action.
- Evaluated **sales** performance through regular analysis, ensuring sales stayed on track to exceed monthly targets.
- Optimised customer experience, serving each guest with sincere, positive and enthusiastic attitude.
- Maintained brand image by keeping neat personal appearance.
- Mixed drinks and served wine, beer and non-alcoholic beverages for multiple guests simultaneously.

08.2021 -  
09.2022

#### FOH Team Member

*Finsley Gate Whatf, Burnley, England*

- Participated in regular team meetings to discuss service improvements and guest feedback.
- Served meals and drinks promptly, ensuring timely delivery to maintain high service standards.
- Implemented feedback from guests to improve service delivery and enhance customer satisfaction.
- Assisted in setting up the dining area for service, including table arrangement and decoration.
- Managed stock levels of front-of-house supplies, including menus and condiments, to prevent shortages.
- Conducted daily opening and closing procedures, securing the premises and preparing for the next service.
- Delivered comprehensive menu explanations, highlighting specials and recommending dishes based on guest preferences.
- Managed reservations efficiently, coordinating table allocations to optimise dining experience.
- Monitored guest satisfaction throughout the dining experience, swiftly addressing any concerns or requests.
- Took accurate food and beverage orders, communicating special requests to the kitchen team effectively.
- Handled telephone inquiries, providing information on opening hours, menu items, and booking reservations.
- Processed payments accurately, handling

cash, credit card transactions, and issuing receipts.

- Greeted guests upon arrival, providing a warm welcome and guiding them to their seats.
- Collaborated with kitchen staff to ensure smooth operation between front and back of house.
- Promoted special offers and seasonal menu items effectively, increasing sales to maximise restaurant revenue.
- Served food promptly and carefully, maintaining immaculate quality and presentation standards.
- Kept front-of-house dining areas immaculately clean and tidy, creating positive first impressions and maintaining faultless hygiene standards.
- Served hot food and drinks with care and caution, minimising risk to staff and customer safety.
- Handled customer concerns with compassion and care, seeking positive resolutions to maintain restaurant reputation.
- Anticipated and addressed guests' service needs.

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## EDUCATION

09.2016 -  
05.2021

Unity College , Burnley, England

*GCSEs: All subjects*

- Maths- Grade 3
- English Literature- Grade 4
- English Language- grade 4
- Combined Science- Grade 4
- German Speaking - Pass

09.2022 -  
07.2023

Blackburn College , Burnley, England

*Diploma of Higher Education: Health and social Care Level 2*

09.2021 -  
02.2022

Burnley College , Burnley, England

*Diploma of Higher Education: Health and social care Level 3*