

## Lauren Vowles

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Clayton-le-Woods, Chorley  
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### Personal Profile

I am enthusiastic, hardworking, punctual, honest, and conscientious. I communicate well with people of all ages and work well in a group or on my own.

I am dependable and reliable and always strive to complete tasks to the best of my ability. I am approachable and willing to help with any problem or situation to provide support where needed.

### Barista, Costa Coffee

**April 2024 to present**

### Foreign Currency Advisor, Eurochange

**Bury, Millgate Shopping Centre**

**October 2017 - February 2024**

- Fully engaging with customers to ascertain their FX and mortgage needs, delivering a fantastic customer experience.
- Promoting eurochange and NM Money products to customers in-branch and over the phone tailoring to the individual needs of each customer, ensuring a positive contribution to the branch's profitability.
- Processing all transactions efficiently and accurately, avoiding any discrepancies that may result in a financial loss to the business.
- Taking full ownership of the branch, with the ability to work independently at all times, ensuring the highest level of professionalism.
- Internal training course in accurately identifying yellow and white gold to the appropriate carat. Using extensive knowledge as well as carrying out a chemical analysis to determine the purity of the gold items, provided by the customer.
- Making sure that AML (anti-money laundering) procedures are followed correctly with every transaction, being able to identify suspicious transactions then forwarding to higher management and compliance if needed.
- Ensuring all monies provided are legal tender and making sure there are no fake or outmoded notes.
- Providing training and support to new starters to enable them to carry out their duties to the high standards as required by the company.

Reason for leaving: Relocated to Chorley

### Catering Assistant, Aroma Coffee Shop

**University Hospital Llandough, Cardiff and Vale UHB**

**April 2016 – July 2017**

Main Responsibilities

- To describe current promotions and new products
- To make sure I was approachable and friendly to all customers
- To comply with health, safety, and hygiene guidelines and regulations

Reason for leaving: Relocated to Manchester

## Retail Assistant, Spar

**University Hospital Llandough, Cardiff and Vale UHB**

**April 2016 – July 2017**

Main Responsibilities

- To provide a high level of service to customers from counters and till points
- To Operate the tills and card machines following financial instructions and procedures
- To communicate effectively with all customers, responding to all queries.

Reason for leaving: Relocated to Manchester

## Facilities Assistant

**University Hospital Llandough, Cardiff and Vale UHB**

**December 2015 – April 2016**

## Education

I completed my GCSEs at Stanwell School, Penarth, Vale of Glamorgan, Summer 2014 and attained the following GCSE qualifications:

<b>Subjects</b>	Maths	English	I.T	R.E	Child Development	Drama	Food Technology
<b>Grades</b>	C	C,B	C	B	B	B	C

I then went on to undertake A-Levels at AS grade I attained the following grades:

<b>Subjects</b>	<b>Grades</b>
Health and Social Care	D
Media Studies	D
ICT	C

**References available on request**