

# Hayley Shepherd

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I am a conscientious person who is committed to any role that I undertake. I am hard working, flexible and can adapt my working pattern to suit my position.

I can work confidently using my own initiative but I also enjoy working as part of a team.

I am very adept at using the computer skills required to fulfil my role. I am also very experienced in using all Microsoft office including excel & word.

## Work Experience

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### **Consultant and Accounts Assistant**

First Logistics - Bury  
April 2021 to Present

My main role at this company is recruiting staff. Doing driving licence checks ensuring everything is up to date. Liaising with clients and staff to book employees on the correct jobs.

I also do the payroll for the employees on a weekly basis, sending the bacs, RTI & pension.

I help the accountant with month end, reconciling the accounts, credit control, accounts payable and accounts receivable.

### **Payroll and Accounts Assistant**

Employment Agency - Manchester  
November 2016 to April 2021

My main duties are processing the payroll from start to finish. We have around 500 employees that are paid on a weekly basis and around 50 that are paid on a monthly basis. I ensure all employees are paid correctly and on time. I send out RTI's, pensions and deal with any payroll queries in a timely manner. I have experience using sage and I manage the credit control. I also work alongside the admin department setting up and sending out contracts, dealing with terms for clients and ensuring we have all the correct information for the candidates.

I also update the gross margin reports, work out bonus' and keep track of holidays for PAYE.

### **Trainee Assistant Manager**

The Pack Horse Pub Affetside  
January 2014 to February 2018

I was working as trainee assistant manager in a fine dining pub & restaurant. The pub is a very busy pub and we did anything from 60-400 covers a day. My responsibilities were dealing with the staff training, the daily and weekly banking and ensuring all shifts run as smoothly as possible. I also dealt with all enquiries and complaints. I worked very closely with the chefs ensuring that all dishes are going out correctly, at the correct temperature, well presented and on time.

### **Guest Service Manager**

The Holiday Inn Manchester West - Manchester  
July 2015 to November 2016

I worked as front of house manager. I was in charge of a reception team of 6 and a night team of 4. I also took on duty manager tasks ensuring the maintenance team, kitchen team and bar and restaurant team are aware of the tasks that need completing and ensuring things are done correctly. I was in charge of rotas, incentives, enrolling and distributing points to our members and regular guests.

### **Duty Manager**

The Bolholt Hotel Best Western  
November 2011 to January 2014

I progressed from being receptionist to duty manager, my main duties were assisting the general manager within all aspects of the hotel. Also one of my main responsibilities was organising and co-ordinating functions, weddings and conferences. I was in charge of around 40 casual staff and 30 full time staff. My weekly duties included checking the stock levels on all bars and working out how much of each product we will need for the next weeks by seeing how many bedrooms are booked, how many guests are attending the functions, I took responsibility of the money, how much change we needed and ensuring the floats were correct before and after functions. I dealt with all complaints either written or face to face. I also dealt with rotas, timesheets, helped out in payroll and dealt with the wage forecasts. I organised weekly meetings with the head of each department to go through good and bad reviews off guests and any issues the staff may have. I am very confident in all the work I undertake. I also helped out on reception, restaurant and on the bar. I was also in charge of training the staff on the bar, restaurant and reception.

### **Hotel Receptionist**

The Bolholt Hotel Best Western  
January 2009 to November 2011

General reception duties  
Checking guests in/out  
Dealing with complaints  
Banking  
Rotas

### **Hotel Receptionist**

Bewleys Hotel - Manchester  
December 2007 to January 2009

Checking guests in & out  
Dealing with complaints  
Making bookings  
Helping guests organise airport transport

### **T.K.Maxx**

T.K.Maxx Department Store  
November 2006 to December 2007

My main duty was assisting on the customer services desk, which included dealing with the customer enquiries, regarding sales, exchanges and refunds. I also answered phone calls and dealt with any customer complaints.

My duties also included pricing and checking the stock and merchandising of stock on the shop floor. In my last 2 months of working for the company I worked with the in store security department to try to decrease and prevent any loss from customers and staff.

## **Waitress**

The Glory Pub and Restaurant

February 2006 to December 2006

My role included working in the kitchen preparing meals and making sure the work area was clean and tidy at all times. I also made bookings for tables in the restaurant and I worked as a waitress. I took customer orders and served them food and drinks.

I found this role really enjoyable as it gave me the opportunity to meet a wide range of people.

I was offered a full time position, which included working evenings and weekends with additional hours, so unfortunately I had to leave.

## Education

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### **A Level in AAT level 2,3 & 4**

E careers - Manchester

February 2023 to Present

### **Personal licence in Sale of alcohol**

Brewery - Bury

2014 to 2014

### **NVQ level 3 in supervision and leadership**

Salford City College - Manchester

2014

### **NVQ level 2 in Customer Service**

South Trafford College - Manchester

2008

### **GCSE'S**

Woodhey High School

September 2001 to July 2006

### **Masterclass in Excel level 2 & 3**

## Skills

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- Billing
- Accounts Receivable
- Accounts Payable
- Collections
- Credit control (5 years)