

**Georges Pierre Le Vaillant**  
Coley Hill Farm  
Coley  
East Harptree  
Bristol  
BS40 6AW  
Mob: 07413 527 942  
Email: g.p.levaillant@gmail.com

A recent graduate of Makers Academy, a selective coding boot camp, I am now equipped with the skills and knowledge to begin work as a junior developer, using the past experience below to enhance my ability to work in a new team and deliver an amazing product.

Please see my GitHub CV for more technical details:

<https://github.com/stonefarmer9/CV>

## Recent Work History

*May 2018*     **Front Office Operative**

*To*             *The Francis Hotel Bath*

*October 2018*     *Bath*

### **Responsibilities**

- Delivered High level of service to our clientele
- Helped train newly promoted management team of front office on best practices, team motivation, leadership and training.
- Trained new starters and was responsible for their personal development.

### **Achievements**

- Successfully implemented feedback to management team to help improve culture.
- Achieved a greater work-life balance and recognised the importance of this.

*October 2017*     **Front Office Manager**

*To*             *The Christchurch Harbour Hotel*

*March 2018*     *Christchurch*

### **Responsibilities**

- Ensure day to day smooth running of Front Office and housekeeping departments
- Manage & control hotel and restaurant tripadvisor
- Drive training of all teams in service culture, leadership & procedural skills
- Was responsible for all areas of quality and the guest journey, working with all teams to improve both
- Maintain controls of department payroll budgets to deliver consistent savings

### **Achievements**

- Implemented new secure financial controls
- Carried out in depth retraining of reception team members achieving an increase in feedback mentions for all team
- Developed housekeeping supervisor into deputy head housekeeper through training and mentoring
- Achieved a cultural change within teams, fostering increased teamwork, loyalty to each other and a drive to work for the guest and each other.

March 2016 **Reception Manager**  
To *The Castle Hotel - MGallery by sofitel*  
August 2017 *Windsor*

**Responsibilities**

- Ensure the day to day smooth running of reception and guest relations team.
- Carry out daily audit of front office as well as all hotel voids and discounts and investigating any issues.
- Carry out development and training with my team through various methods.
- Facilitate hotel wide training sessions varying from three hours to two days in length.
- Delivered luxury service to our high end clientele acting to ensure all guests had a memorable and personal journey with us.

**Achievements**

- Successfully implemented, drove and maintained cultural change and improvement throughout the hotel. In line with the accor value based leadership program
- Successfully drove excellent customer service and inspired those around me to deliver the same.
- Implemented a value based leadership culture to the management team across a two day training session.
- Achieved Accor trainer pass - Dimension level - 2017
- Completed the "transform the transformer" training program in Budapest 2016
- Worked to begin implementation of "Cousu Main" Service in the hotel.
- Ensured the smooth transition during change of ownership

Oct 2015 **Assistant front office manager**  
to *The Castle Hotel - MGallery by sofitel*  
March 2016 *Windsor*

**Responsibilities**

- Introducing and maintaining new MGallery standards to the previously Mercure hotel
- Introducing new procedures to check in and check out to streamline the process while enhancing the guest experience.
- Monitor frequent complaints and log them for the purposes of improvement of the hotel as a product.
- Ensuring the daily running of reception is smooth and efficient

**Achievements**

- Increased team morale to ensure the team are capable of handling all changes being introduced
- Began rapid development of two under trained team members - providing both a greater understanding of the hotel and their role within it
- Acted as interim Front Office Manager until promotion to Reception Manager

## **Ancient Work History**

Feb 2015 to Sep 2015	<b>Front office supervisor</b> <i>The Francis Hotel - MGallery by Sofitel Bath</i>
June 2013 to Feb 2015	<b>Hotel Receptionist</b> <i>The Francis Hotel - MGallery by Sofitel Bath</i>
June 2012 to May 2013	<b>Claims Handler</b> <i>Loss Management Group (LMG Jewellery) Bath</i>
Aug 2011 to Feb 2012	<b>Operations Assistant</b> <i>Yeovalley Yoghurt Blagdon</i>
April 2010 to Jan 2011	<b>Duty Manager</b> <i>T M Concepts (The Kings Arms) Litton</i>

## **Other roles/Volunteer work**

Feb 2012 to May 2012	<b>Full time volunteer</b> <i>Elim Cusco – Peru</i>
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Spent three months working with orphaned children in Cusco. Attempted to help the children through organising events for them such as parties and day trips to the city.

Sep 2007 to April 2008	<b>Part-time Volunteer</b> <i>St. Peters Hospice Clifton triangle</i>
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## **Education**

Oct 2008 to Jun 2011	<b>Durham University</b> <i>Stockton-On-Tees BSc Honours Applied Psychology (3rd)</i>
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- Final year dissertation – Music and its effects on cognition

Sep 2006 to	<b>Clifton College</b> <i>Bristol</i>
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*Jul 2008*      *A-levels*

- A – Psychology, B – Philosophy, C – Classical civilisation

*Sep 2001*      **Queen Elizabeth's Hospital**  
*to*              *Bristol*

*Jul 2006*      *GCSE*

- A -Business Studies, B – History, B – Religious studies, B – English, B-Physics, B – Chemistry, B-Biology, B – Mathematics, C - French

**References - Available on request**