



# Thomas Chung



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## Personal Statement

Friendly, adaptable and hardworking individual with extensive experience in hospitality roles and high volume food production, including one of Edinburgh's busiest Costa stores and a busy city centre gelato shop. Skilled in delivering excellent customer service, working efficiently under pressure, and maintaining a positive atmosphere. Proven ability to handle cash, resolve customer queries, and work as part of a team.

## Skills

- > Excellent customer service and communication
  - > Cash handling and till operation
  - > Efficient service and industrial production experience
  - > Teamwork and organisation
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## Edinburgh University - Computer Science (2021-2025)

## Employment

### Costa Coffee - Barista (2022 - 2023)

- > Trained in basic barista skills and customer service.
- > Maintained high-quality service in a fast-paced environment, preparing a wide range of drinks from a seasonally changing menu.
- > Maintained cleanliness and organisation of the bar and seating area.
- > Worked as part of a team to ensure smooth service in Edinburgh's second busiest Costa in Q3 2022.
- > Built rapport with regular customers and resolved complaints professionally.

### Artisan Gelato (June - July 2022)

- > Produced gelato at a busy city centre location.
- > Maintained high standards of hygiene and cleanliness.
- > Worked in concert with the serving staff to ensure displays were well stocked and presented.
- > A typical production rate would be 20-30 litres per hour

### Wetherspoons (2018-2019) - Kitchen Porter

- > Maintained exemplary hygiene standards in the kitchen.
- > Worked as part of a team to ensure orders were prepared and served quickly and efficiently.

### Edinburgh University Gymnastics - Strength coach (May 2023 - Present)

- > Organising and running a training programme, leadership and communication skills.
- > Worked with a team of coaches to deliver a programme of strength and conditioning sessions to the university gymnastics club.

### Nairn's Oatcakes (August 2021)

- > Assisted with production and packaging operations in the biscuit factory.
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# **Voluntary Work**

## **Edinburgh University Gymnastics Club**

### **Social and fundraising coordinator**

- > Promoted events on social media and in person, increasing attendance and engagement.
- > Planned and organised social activities and fundraising initiatives, collaborating with other sports clubs.
- > Worked to build community between committee, coaches, and club members.

### **Turing Fest Media Assistant**

- > Assisted with event setup, reception, and attendee support, demonstrating strong communication and problem-solving skills.