

Jane Smith

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Education and Qualifications

University of Surrey 2012 - 2016
BSc. Tourism Management

Dean Close School, Cheltenham
A levels: Geography (A), English Literature (B), French (B) 2012
AS level: Maths (B) 2011
GCSEs: 10 at grade A*-B including English and Mathematics 2010

Relevant Employment

The Armoury Public House, Guildford October 2012 - March 2013
Waitress

- Worked under pressure in a fast-paced environment whilst remaining professional and offering outstanding customer service
- Resolved all customer concerns using tact and diplomacy
- Tasks also included organising cash and credit receipts, supporting colleagues with extra help when needed and working closely with management
- Adapted to new roles quickly providing cover for absent staff with minimal training
- Regularly worked additional shifts at short notice to meet the needs of my employer

Next, Cheltenham March 2011 - September 2011
Sales Adviser

- Delivered excellent customer service and increased sales by suggesting add-ons to purchases
- Built a strong rapport with customers providing advice on current fashion trends
- Demonstrated strong multi-tasking capability by managing the demands of a challenging job alongside study and active involvement in numerous extra-curricular activities
- Regularly exceeded all sales targets and awarded employee of the month on three occasions

Positions of Responsibility

Treasurer, University Latin American and Ballroom Dancing Society 2012 - 2013

Head Girl in addition to other roles of responsibility at Dean Close School, Cheltenham 2011 - 2012

Additional Skills

IT Skills Fully competent MS Office including advanced Excel skills

Languages Fluent in English, intermediate French, basic Spanish

References

Available on Request