

Joe Bloggs
12 Any Street, Anywhere.

Personal Statement

I enjoy having direct contact with people. The customer service aspect of my experience has led me to recognise the importance of good personal presentation, confident manner and efficient organisation. As a self-motivated person I am able to display all of these qualities. I have wide experience of IT, which includes generally used office applications and industry specific programs.

The Beef of Rodmarton May 2008 - Present

Conference & Banqueting Manager

- Generate sales via cold calling
- Marketing
- Diary organisation
- Organisation and monitoring of weddings, conferences, events including booking guests accommodation
- Reception management and rota for staffing

RSS Group (UK) Ltd December 2003 – April 2008

Receptionist and Telephone System Manager (Full time)

- Rota for reception staffing
- Update and maintained database
- Assisted Managing Director during P.A.'s absence
- Invoicing
- Control and ordering of stationary
- Telephone system – working procedures, technical support, training

Ariida Rover Chipping Sodbury December 2000 – September 2003

Receptionist (Full time)

- Operating Meridian Switchboard
- Incoming and outgoing mail
- Booking vehicles in and out for Service Department
- Assisting Management with administration
- Assisting Sales Department with pricing and new customers
- Customer Services working group (ISO 9000)

Hotel De La La La, Chuzzington November 2000 – December 2000

Receptionist and Reservations Officer (Full time)

- Operating Regent Switchboard
- Booking Guests in and out to the hotel
- Reservations
- Banking and Reconciliation
- Database
- Dealing with Enquiries

Brighton Town Hall July 2000 - October 2000

Temporary Receptionist

- Receptionist / Telephonist
- Assisting Entertainments and Marketing Manager
- Assisting Customer Service Manager
- Assisting Press and Publicity Officer

Norwich Town Hall May 2000 – July 2000

Temporary Entertainment's & Festival Assistant

- Poster Displays
- Receptionist / Telephonist
- Database / Mailing

Education

Stanleyhope R.C High School & Sixth Form Centre

Stanleyhope 1995 - 1999

Qualifications

G.C.S.E Examinations 2000

Passes in:

English Literature, English Language, French, Maths,
Business Studies, Geography, Biology, Physics, Chemistry,
Home Economics, Expressive Arts.

One year BTEC National Diploma in Business & Finance.

Modules included: Finance & Banking, Business Studies, Marketing, Languages

Training

AppleMac Computers – advanced course using programs for AppleMac

ISO 9000 – Customer Service, Satisfaction and Safety.

IGS Hotel – Computer System for Bookings, Reservations, Database and Marketing.

Ericsson BP 250 – Telephone System.

Interests

My horse

Jet skiing

Tennis

Badminton

Watching Motor Sport

Interior Design

Socialising.