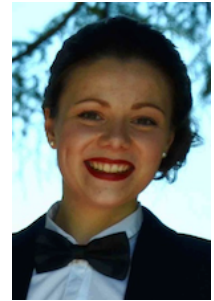




# Chloe Moncrieff

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## Profile

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Enthusiastic and ambitious second year BSc Hons Business Studies student at Ulster University seeking a placement within hospitality. Excellent customer service and communicational skills developed through part time employment and extra-curricular activities. Determined and devoted to working as part of a successful team as well as being dedicated to ensuring customer satisfaction by remaining accessible and friendly. Developed expertise and passion for the hospitality industry from current employer who was previously Executive Chef at The Merchant Hotel, Belfast.

## Education

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**University of Ulster Jordanstown, NI**  
*BSc (Hons) Business Studies*

*September 2013 – June 2017*

**Attended St Pius X College, Magherafelt**

*September 2006-June 2013*

## Employment

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**Church Street, Magherafelt**

**Waitress**

**June 2014- Present**

- Delivering exceptional customer experience by taking orders, delivering food and managing customer requests.
- Follow safety protocols and restaurant procedures at all times.
- Assist in training new waiters and walk through initial shifts to inform and motivate staff.
- Work collaboratively with a team to ensure all customer needs and restaurant standards of service are maintained.
- Anticipated customers' needs and address all requests promptly.

**Tesco, Dungannon**

**Customer Service Assistant**

**September 2014-present**

- Training to advance excellent communicational and customer service skills.
- Dealing with difficult customers in a calm and responsible manner.
- Excellent time keeping and punctuality.
- Part-time money for placement

**Simplicity, Magherafelt**

**Waitress**

**March 2012-October 2012**

- Providing excellent customer service and using initiative to ensure all duties completed to a high quality.
- Greeting guests as they arrive ensuring they feel welcome and develop a social interaction.
- Served as liaison between the dining room and kitchen staff.
- Ensured correct appearance, cleanliness and proper set-up of the dining rooms. Checks the maintenance of all equipment in the dining room and reports deficiencies.
- Worked behind the bar and frequently made drinks for customers.

During my time in Simplicity, completed the World Host and Ambassador programme which enhanced customer service skills along with developing confidence in dealing with customers.

## Additional Employment

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**Drapersfield Nursing Home, Cookstown**

**Care Assistant**

**June 2012-September 2014**

- Provided professional and personal care for patients within a team

# JODI GUSTIRANDA

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## Profile

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A people-person, open-minded and extroverted, studying second year BSc Hospitality and Tourism Management at Queen Margaret University. Keen to work in the hospitality sector and to improve skills that previous work experience and volunteering have been developing. Organised, hard-working and always positive with a lot of energy to go overseas and enjoy as well as to learn.

## Education

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**Queen Margaret University, Musselburgh, Edinburgh**  
(BAHons) International Hospitality and Tourism Management  
September 2014 – May 2015

**INS Montsacopa, Olot, Catalonia, Spain**  
Bachillerato socio-humanistico  
September 2012 - June 2014

## Qualifications

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- Scottish Certificate for Personal License Holders Level 6
- Elementary Food Hygiene Certificate
- TOEFL Certificate
- French DELF A2 Certificate
- Spanish and Catalan Advanced

## Experience

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### **Banquet Server – Sheraton Grand Hotel and Spa, Edinburgh**

October 2014 – present

Position offered opportunity to put in practise the theories learned in class. It also provided a great experience of team spirit, through the development of a good relationship within the work team.

### **A-La-Carte Server – La Broqueta Restaurant , Barcelona, Spain**

June 2015 – July 2015

Small restaurant during peak season of a busy tourist area in a major city. High volume led to developing skills required to succeed in circumstances of high pressure.

### **Intern – Waldorf Astoria Edinburgh, The Caledonian, Edinburgh**

April 2014 – September 2014

First year placement in five-star hotel, with rotations in various departments: front desk, F&B, concierge and housekeeping. Gained Placement I gained more confidence in the work place.

### **Cookery School (ENTCS), Edinburgh, Scotland**

September 2014 – April 2015

Cookery course in a prestige cooking school in Edinburgh, done as part of university degree. In addition to cooking experience, course highlighted the importance of sanitation and food safety.

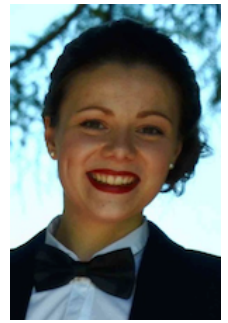
## Volunteering

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Passion for sports led to volunteering in many sports events in Spain. Also volunteered with kids for a year and at many hospitality events in Spain and Scotland.

# KATE RASIMOV

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Phone: +44.878.5353.878



## PROFILE

Second-year student at Queen Margaret University, studying International Hospitality and Tourism Management. Highly motivated to work in the hospitality industry. Very friendly, sociable, positive and hardworking person who loves being busy all the time.

## EDUCATION

**Queen Margaret University, Musselburgh, Edinburgh**  
(BAHons)International Hospitality and Tourism Management  
SEPTEMBER 2013-2017

**33RD Language High School ‘Sveta Sofia’**  
SEPTEMBER 2009 - MAY 2013

## QUALIFICATIONS

- Language auditing services for Europe Certificate Level C2
- Scottish certificate for Personal License Holders Level 6
- Elementary Food Hygiene Certificate
- IELTS Certificate

## EXPERIENCE

### SERVICE STAFF - VIOLETTA PROMOTIONS

**Edinburgh, Scotland**

OCTOBER 2014 – 2017

Meeting and greeting customers, serving and promoting drinks, calculating bills and working in a team. This position needs excellent customer service and good communication skills as well as the ability to work well under pressure and deal with difficult customers.

### PROMOTER - PLATINUM EVENTS/ PR CLUB

**Golden Sands, Bulgaria**

MAY 2014 – SEPTEMBER 2014

Promoted different events every day. Hours were long, but enjoyable due to the opportunity for self-challenge. Job offered the opportunity to meet different customers from many countries and to learn to deal with difficult tourists by being kind and friendly.

### COOKERY SCHOOL (ENTCS)

**Edinburgh, Scotland**

SEPTEMBER 2013 – APRIL 2014

Attended the well-established cookery school in Edinburgh as part of the first year of the university course. Gained understanding of the importance of safety and health and improved cooking skills during the placement. Also learned how to be very organized by following a time plan that had to be prepared in advance every week.

### APEX WATERLOO

**Edinburgh, Scotland**

SEPTEMBER 2013 – APRIL 2014

Worked in the different sections such as the restaurant, housekeeping and reception/ front of house aspects. Became more confident during the placement. Developed skills and gained knowledge in each area of the hotel management.

## VOLUNTEERING

I have been volunteering in different hospitality events in Edinburgh and Bulgaria. I learned many things about serving food and drinks as well. After these events I feel more confident in my customer service skills.