

Paula Williamson

volunteer - Stag Theatre

Sevenoaks

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A proactive organised individual with self-motivation and proven skills and experience within customer led industries. High level of interpersonal and communication skills has led to excellent customer service to both customers and the team.

Willing to relocate: Anywhere

WORK EXPERIENCE

Hostess, waitressing, bar work and kitchen porter

Royal Oak Hotel - October 2015 to December 2015

Service and delivery of food and beverages, general housekeeping, customer care and adhering to Health and Safety and company standards

volunteer

Stag Theatre - February 2013 to October 2015

F.O.H, ticketing, bar and kiosk

General duties to ensure the well-being and enjoyment for all genres of customers.

General Assistant

Twentysix Recruitment - February 2015 to September 2015

Assignments sent from agency, catering, function waitressing/bar and housekeeping to ensure company standards and work ethics are followed within each assignment.

Cafe Assistant

Sevenoaks District Council - March 2014 to March 2015

Service / delivery / preparation of beverages and snacks, catering for birthday parties, general housekeeping and adhering to brand standards

Sales assistant

Poundland - Tonbridge - November 2013 to December 2013

general housekeeping and appearance of store
Stock management and fronting up
Customer care

Factory Worker

Charbonnel et Walker - Royal Tunbridge Wells - September 2013 to October 2013

Packing, weighing and presentation of chocolates,
Packing to order and teamwork

Covering staff

National Trust - Knole House - March 2012 to May 2012

General customer liaising
Serving food and drink
F.O.H food and beverage displays.
Ensuring the Floor was fully stocked with food and drink.
Covering staff breaks in all roles.

General housekeeping

Quit Charity - November 2011 to March 2012

of shop,
Cash Handling
Customer care
Working alongside vulnerable adults.

Various Temp Chef

Status Appointments - Tonbridge - 2008 to 2011

positions/waitressing/bar
Cooking to a level that is of the standard required by the company
Health and safety and food hygiene practices,
Becoming part of a team in a short amount of time

Cook/kitchen asst/laundry

BUPA Pinehurst House - Sevenoaks - 2004 to 2008

Cooking for 30 residents and up to 10 staff,
HACCAPP paperwork,
Supervising deliveries,
Stock rotation
Whilst at BUPA I trained in Personal Best, which is a certificate to promote the well-being of the team and residents and I was also recognised for outstanding contribution to the team.

Staff liaising

Scottish and Newcastle - Newcastle upon Tyne - 2002 to 2004

Stock ordering / control
Customer complaints / care
Food hygiene, fire safety, and Health and safety.
I also completed Basic First Aid

Customer care

BAR MED - 1999 to 2002

Serving food and drink,
Rotas,
Stock ordering and control,
Food hygiene, fire safety, and Health and safety.
I also completed a Licensing laws course and gained certificates

Relevant Voluntary Work

Stag Theatre - kiosk, theatre and music events liaising with customers
Quit Charity shop - replenishment of stock on the shop floor and assisting customers with enquiries.

EDUCATION

BTEC National Diploma in communication

West Kent College

Travel and Tourism

Mid Kent College

GCSEs

Bradbourne School

ADDITIONAL INFORMATION

Key Skills

Leadership and motivation

Controlling costs

Cash handling

Stock control

Team work

Information technology

Rotas' and staff training

Current DBS (dated 08/05/2015)