**Andrew Smith**

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**Personal statement**

I am a Customer Care Assistant with 3 years of face-to-face customer experience in the food service industry. As a Customer Care Assistant, I am competent at serving customers, ensuring high standards of cleanliness and contributing to a warm and welcoming atmosphere. I am looking for a full-time position in a busy restaurant environment and I am flexible as to hours.

**work history**

Customer Care Assistant May 2017 – April 2019

McDonalds, Arnold

My role at McDonalds required me to greet customers, make children feel welcome and attend to any specific needs. My main duty was to ensure high levels of customer satisfaction and to report any issues to the manager. I also took part in planning and implementing children's parties and coffee mornings, running children's competitions and assisting with other special events.

Key achievement: I have achieved ‘Employee of the Month’ five times in this role.

Customer Service Assistant March 2017 – April 2017

Flying Childers Restaurant, Chatsworth, Bakewell

At this beautiful restaurant, I took orders and served customers on beautiful Wedgwood crockery. My role also included stock control, admin checks, light cleaning and till work. I provided exceptional service to diners and ensured their experience was memorable. Impeccable presentation and flexibility were key to this position. I left purely because I moved.

Key achievement: I received three monthly ‘Service with a smile’ awards in this role.

Customer Service Assistant (Voluntary) July 2016 – March 2017

Oxfam, Princes Risborough

In this role I was responsible for sorting and pricing stock, receiving and processing 'Sourced by Oxfam' deliveries, arranging fresh and creative window displays, maintained a satisfactory level of stock and generally assisting customers with their purchases.

Key achievement: By my third month, I was made responsible for leading the weekend shifts.

**education**

A-Levels September 2014 – July 2016

Arnold Hill Academy, Arnold

English (A), Maths (B), Biology (B), Geography (C)

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GCSEs September 2011 – July 2014

Arnold Hill Academy, Arnold

English (A), Maths (A), Biology (B), Geography (B), Art (C), Chemistry (C), Design & Technology (C), PE (C)

**skills**

**Excellent customer service** – acquired through almost 3 years of customer-facing experience.

**Safety consciousness** – having received health & safety training in all of my past roles.

**Attention to detail** – having been responsible for total customer satisfaction at McDonalds which meant understanding each customer’s individual needs.

**Good communication / team player** – having worked effectively in a team, in all three of my previous positions. <https://www.cvtemplatemaster.com>

**hobbies & interests**

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Outside of work, I love visiting the gym and I’m also a keen runner. I compete in half-marathon events typically twice a year for charity and I’m building up to my first full marathon.

I enjoy hiking, having twice scaled Ben Nevis via Carn Mor Dearg Arete, and on sunny days I also love taking my bike out and soaking up the countryside.

**references**

George Smith, Manager, McDonalds

125 High Street, arnold ng1 2DY / (01949) 423456 / george.smith@gmail.com

Sally Beaumont, Manager, Flying Childers Restaurant, Chatsworth

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