

Name

Address

Mobile number | (sensible) email address

INTRODUCTION

Write about who you are, what your skills are and what motivates you. Add another sentence highlighting other skills. You can use the word 'I' but if you don't it sounds more professional. Tailor this to the role you are applying for. This CV is for a customer service position.

Confident and personable school leaver with excellent customer service and communication skills, and a solid background in people facing roles. Well-respected team player, skilled in managing multiple priorities, committed to driving continuous improvement and working collaboratively to achieve objectives. Excellent relationship builder, develops rapport with a wide range of people, effectively handles issues and concerns, and consistently promotes a professional image. Eager to utilise wide-ranging skill set, enthusiasm and motivation to add immediate value within a progressive and challenging role.

KEY SKILLS

Add key skills here such as organisational, IT, communication, team working, presentation skills, etc. Use bullet points and add at least three to warrant a full section but don't repeat what has been said in the summary. With each point, ensure you add evidence which shows where you gained the skills e.g. work experience, voluntary roles, sports clubs, school projects, part-time job, helping family members, personal projects, DofE, National Citizenship Service (NCS) etc. Draw evidence from as many experiences as possible.

- Skilled communicator, gained customer service experience through administrative, front of house and voluntary roles.
- Effective team player, developed listening, cooperation, interpersonal skills and confidence through sporting events and Duke of Edinburgh Award.
- Professional and helpful approach, committed to enhancing customer's experiences and maintaining a high standard of service.

EDUCATION

*Add name of school. GCSE results and year completed.
Add if you were a prefect, head boy/girl, sports captain etc.*

The Marches School, Oswestry

2012 – 2017

GCSEs

- | | | |
|--------------------------|---------------|-----------------|
| • English Language – 6 | • Science – 5 | • Spanish – 5 |
| • English Literature – 6 | • Media – 5 | • Geography – 5 |
| • Maths – 5 | • History – 5 | • RE – 5 |

Awarded Senior Girl Effort prize in End of Year presentation 2017

WORK EXPERIENCE

Use current tense for current role and past tense for previous roles. Use action words to start the sentence e.g. deliver, provide, maintain, organise, completed, produced etc. Add three or more bullet points to provide details about the role. Think about how you may have added value to the company and what you might have achieved.

Waiting Staff (Part-Time)
ABC Restaurant

May 2016 – Present

- Deliver a high level of customer service and build rapport with customers in a 20 cover Italian restaurant.
- Provide information on specials and assist customers with meal choices.
- Accurately take orders and serve food and drinks whilst maintaining a professional attitude.
- Quickly and efficiently clear tables and consistently ensure a high standard of cleanliness.
- Requested to induct and train new staff due to a high level of competence within the role.

Administrator (Work Experience)
MM Kitchens, Shrewsbury

Jul. 2015

- Handled a wide range of customer enquiries via phone, email and written correspondence.
- Maintained directors' diaries, arranged appointments, and performed general administrative duties.
- Ensured provision of a high level, professional customer service.

ACHIEVEMENTS

- *Only include this section if you can think of at least three bullet points of significant achievements, otherwise add details into Additional Information.*
- *Include sporting, musical, performing accomplishments, extra responsibilities at work, anything to make you stand out.*

ADDITIONAL INFORMATION

Add details of any voluntary roles, fundraising activities, community events you have participated in or organised and state how much money you raised. Add information on DofE awards, NCS, cadets, clubs etc. You can include interests relevant to the role you are looking for here e.g. if you subscribe to relevant industry magazines, attend seminars, talks or view webinars. You can also use this section for languages, IT skills, anything else you feel is relevant.

- Completed Duke of Edinburgh Silver and Bronze Award in 2015 and 2016
- Competed in numerous swimming events across the Midlands and achieved Top Girl status three years in a row in the Shropshire County Swimming Championships.
- Volunteered at Shrewsbury Cricket club and supported organisation and delivery of various junior cricket sessions. Participated in organisation of Ladies Day and Charity Summer Ball to raise funds for Severn Hospice.
- Computer literate with fast and accurate typing skills, highly proficient in the use of MS Word, Outlook and PowerPoint.

There is no need to add references. These details can be provided at interview.

Double check spelling and grammar and ask at least two other people to proof read it before finalising the CV.

Use a sensible font such as Arial, Calibri or Tahoma, not Times New Roman and never Comic Sans. Check spacing and margins, view as one page to make sure the CV looks neat, tidy and professional. Justify text (by selecting text and clicking on this button above, ≡). This will make it look more professional.