

Abbey Louise Kettle

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SUMMARY

Tourism Management final year student, studying at Bournemouth University, focusing on the key areas of Digital Marketing, Business Management, Strategy and Critical Thinking. The most recent work experience has been within Information Services and Social Media. I have co-managed the Bournemouth Tourism Facebook and Twitter accounts, and about to commence a voluntarily position for the Dorset Blind charity as a Social Media Assistant.

At present, I am working on a Digital Marketing project for Bournemouth's Coastal Activity Park, aiming to achieve increased profit and awareness for the company. I am searching for graduate job, in the Digital Marketing field, aiming to put theory and work experience into practice for a long term career.

HIGHLIGHTS

- ❖ Digital Marketing campaigns
- ❖ Google AdWords and analytics
- ❖ Pay per click Marketing
- ❖ Excellent customer service
- ❖ Strategic management and critical thinking
- ❖ Communication with diverse cultures and groups
- ❖ Variety of experience throughout different sectors

QUALIFICATIONS

BA Honors Degree in Tourism Management, Bournemouth University, 2012 – 2016

Relevant units so far have included: Digital Marketing, Business Management, Strategic Management, Human Resources, Research Methods and Critical Thinking. I also completed a ten-month work placement for my third year of university, with Bournemouth Tourism as a Resort Information Assistant. Hands on work experience has been achieved in Digital Marketing, aiming to promote Bournemouth's Activity Park, for the online Google challenge. I have also recently completed training online for Google AdWords.

BTEC National Diploma in Travel and Tourism, Fareham College, 2009 – 2011

Grade: Distinction, Merit, Merit (A Level equivalent of ABB). Some units included: Travel Agents, Tour Operations, Resort Representatives, Customer Service and Airport Operations. I also completed work experience in the College's independent Travel Agent, On Course Travel.

Brune Park Community School, Gosport, Hampshire, 2004 – 2009

7 GCSE's achieved within the A-C range, including English, Maths and Spanish.

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EMPLOYMENT

Resort Information Assistant, Bournemouth Tourism, June 2014 – February 2016

The focus of this position was to deliver first class resort information to Bournemouth's visitors in the Tourist Information Centre and Seafront office. Enquiries were achieved through direct contact, emails and telephone calls. I started off in this position as a placement student for my third year in university, which then turned into a long-term position. I was encouraged to sell and promote a variety of tickets for local tours, theatres, transport, other local attractions and beach huts. Administration duties were heavily involved in this position, including the use of many different computer systems such as DMS. I co-managed the Bournemouth Tourism Facebook and Twitter account, preparing messages through a communication tool called Social Sign in.

Food & Beverage Team Member, Premier Inn, Bournemouth, Nov 2013 – July 2014

Working for the well-known brand Whitbread is all about exceeding guests' expectations and going that extra mile. When working I aim to achieve great guest satisfaction through its services in the food and beverage department.

The Belvedere Hotel, Bournemouth – F&B Assistant January 2012 - Nov 2013

The Alverbank Hotel, Gosport - Wedding Assistant - March 2008 - January 2012

ACHIEVEMENTS

Simon Scarborough Customer Service Training, Bournemouth, 2014 – 2015

We had to attend training sessions on how to provide excellent, world-class customer service to our customers at Bournemouth Tourism.

Award: I was recognised for the mystery shopper award during July 2015. This was for outstanding customer service, external to the council.

Tourism Innovation Programme, NCTA, Bournemouth, Nov 2014 – March 2015

This training course was aimed at developing tourism in to Bournemouth. We had a delivery of lectures and workshops, where we would engage and interact with professionals. The final stage of this course was to present new ideas of increasing tourism into the local area.

Bournemouth Tourism Ambassador, September 2013

In order to become a Tourism Ambassador for Bournemouth, I have had to take part in a short online course, which includes: knowledge and information about the area, including visitor attractions and local transport.

References available upon your request.

Alexander James Robert McGrath

29 Heathside Road, Woking, Surrey, GU22 7EY
Alexmcgrath1993@gmail.com | 07554426642

Professional Profile

Passionate, dedicated and reliable professional soon to graduate with a degree in Tourism Management (predicted 2:1). Recognised for the ability to deliver first class customer service and experience, in turn creating long lasting relationships and a loyal client base. Exemplifies teamwork skills, enabling to work with diverse groups of people towards collective successful performance and results, as well as ability to work on own initiative with minimal supervision. Always approaches duties in conscientious and mature manner.

Currently seeking a role and a rewarding career in in tourism and travel industry where the education and experience gained to date, as well as personal skillset will be utilised to contribute to overall success of the company, allowing further professional and personal development, and career development.

Key Skills

- **Organisation, Time Management and Prioritisation** - Highly skilled in multitasking and prioritising tasks from start to their successful completion within given deadlines, furthermore demonstrates excellent problem solving skills.
- **Communication and Interpersonal Skills** - Possesses exceptional communication skills and relationship management capabilities, complemented by an outstanding ability to understand client needs and expectations, enabling to establish and maintain relationships with wide ranging audiences.
- **Client Care** - Confident and adaptable communicator consistently delivering excellent customer care and experience at all times, effectively adapting to situation at hand.
- **Composure and Poise** - Presentable and smart, holds an ability to remain calm and composed in complex and contentious situations, and effectively continue pursuing set goals.
- **Accuracy & Attention to Detail** - Skilled and experienced at ensuring precision and correctness of the information handled and communicated to colleagues and clients.
- **Analytical & Problem Solving Skills** - Demonstrates solid ability to address and tackle a wide array of issues in a logical and methodical manner find the most viable solution. Proficient in handling large amounts of data and information whilst successfully determining relevance and possible utilisation.
- **Technical Proficiency** - Internet savvy with excellent knowledge of Windows operating systems and all Microsoft Office packages, displays excellent computer literacy abilities whilst learning new systems and applications.
- **Languages Skills** - Confident and effective communicator in two European languages - English (Native) and French (Highly proficient).

Education and Professional Development

2012 Sep - Present	BA Hons Tourism Management (Average 2.1)	Bournemouth University
2010 - 2012	A Levels Inc. History, Business, English Language and Drama (A* - C)	Woking College
2009 - 2010	GCSEs Inc. Maths, English, Sciences and French (A* - C)	Duff Miller

Professional Experience

2015 Feb - May	Trainee Assistant Manager	Hotel TerraVina
<ul style="list-style-type: none">• Responsible for all aspects of overseeing operations and client service in a luxury boutique hotel, with particular involvement in organising private events (wine dinners, weddings, business meetings) to a range of affluent clients.• Key liaison between front of house and the kitchen staff, as well as other departments, ensuring smooth flow of information allowing to ensure the client queries and requests were dealt with in a timely manner.• Personally supervising preparations for private events, paying particular attention to the setup and presentation of the venue and services provided, allowing to ensure consistently high level of services to the hotel clients.• Coaching and mentoring staff members on customer service matters, actively supporting creation of customer-focused environment and culture.• Dealing with any arising customer complaints with tact and diplomacy, and providing best possible resolution in a timely manner.		
2014 Jun - 2015 Jan	Hotel Intern	Hangout Hotel (Singapore)
<ul style="list-style-type: none">• Providing support and assistance to numerous functions of a hotel (front house, booking management, back office and marketing/PR) in Singapore.		

- Overseeing and effectively managing numerous client bookings submitted through several key channels (several online booking sites, tour group bookings, etc.) and supervising associated documentation (filing, scanning, storing of the records) and billing processes (invoice generation, payment processing, etc.).
- Assisting hotel clients to put together and organise comprehensive itineraries allowing to explore and experience Singapore.
- Personally overseeing development and distribution of promotional packages, and other marketing materials and collateral.

2013 Sep - 2014 Jan

Marketing Co-ordinator

Anglian

- Responsible for supporting various marketing activities and campaigns promoting the brand and its values, as well as generating interest in amongst potential retail customers.
- Accountable for researching new techniques and methods to conduct marketing activities, and recommending most viable solutions to management team.

2011 Oct - 2012 Dec

Events Organiser

Woking Leisure Centre

- Played an instrumental role in organising a public yoga event 'Sunday Sun Salute' sponsored by 'Combat Stress' charity, specialising in supporting veterans suffering from PTSD.
- Personally responsible for coordinating bookings between teachers, hall hire, venue setup and logistical aspects of the day (ticket collection, seating, music, refreshments, etc.).
- Overseeing creation of marketing materials and associated advertising, as well as other promotional activities, encouraging the local community to attend the event and support to charity.

Interests

Traveling - enjoy visiting and exploring destinations of the beaten track, discovering new cultures and cuisines; Sports - vast interest in sports, football and swimming in particular.

References

Available upon Request.

Amy Tidball

3 Woodhaye Terrace, Plymouth Road, South Brent, Devon, TQ10 9BL
07935730018 | tidballamy@gmail.com

A travel enthusiast looking to create innovative and lasting customer experiences within a niche tourism organisation

Relevant Work Experience

Civil Aviation Authority | July 2014-August 2015 | Assistant Analyst

My role was based in the Risk Management Department, which is responsible for the ATOL licensing of the top 250 UK tour operators. I assisted 9 analysts and risk managers in a team of 16.

Stringent deadlines required impeccable time management and effective communication. On a day-to-day basis I was required to self manage using my own initiative to fulfil my workload and additional adhoc tasks. This involved being very flexible in order to meet changing requirements.

Due to the fast paced and changing nature of the tourism industry, periods of this role were extremely demanding and required decision-making under high pressure. The role entailed interacting with directors of tour operators in a professional manner.

Numerous tasks required high attention to detail in order to flag up errors for further analysis. Working with a variety of tour operators enabled me to gain a strong commercial awareness and an understanding of the challenges the industry face.

The Steam Packet Inn, Buccaneer Holdings Ltd. | March 2011-January 2014 | Front of House

Working for this company for a substantial period of time helped me gain knowledge and experience of all aspects of a hospitality business including; Floor, Bar, Reception, Rooms, and Kitchen. This role involved working in a busy environment; therefore adapting under pressure using my own initiative to solve problems. High standards of customer service were paramount in order to give the customer the best experience possible.

Education

Bournemouth University | BA (Hons) Tourism Management (Currently Achieving: 1st) 2012- 2016

This course has enforced my interest and passion for the tourism Industry. The course has covered a number of modules, providing me with a broad understanding of the principles essential for successful tourism management. Current units consist of Economics and Strategic Management.

Unit grades achieved include: Financial Management, 91%; Financial Appraisal, 77%; Economics, 79%; Tourism Development and Planning, 74%; Managing People, 80%; and Tourism Operations Management, 73%.

Other Achievements at university:

- I raised £2983 for the Association of International Cancer Research, by sponsorship for a weeklong trek in the Andes mountain range in Peru.
- Co – founded the BU Tourism Society as Treasurer
- Peer Assisted Learning (PAL) Leader
- Student Seminar Representative
- Member of the BU Dance Society

South Devon College | Paignton, Devon | 2010- 2012

Achieved Distinction, Distinction, Distinction*

BTEC level 3 Extended National Diploma in Travel and Tourism. 18 units including: Customer Service; The Business of Travel; Tour Operations; Long-Haul Destinations; and Marketing. Also achieved NCFE QCF Level 2 Resort Representative and NCFE QCF Level 1 Employability Skills

King Edward VI Community College | Totnes, Devon | 2005-2010

8 GCSEs A-B Including English and Mathematics

BTEC Performing Arts: Dance Distinction*

Other work experience

Bournemouth University | October 2013-June 2014 | *PAL Leader*

I worked with a seminar of first years on Tourism Management and helped them with all aspects of university life; from academic to housing and social issues. I worked independently to organise the sessions. The role enhanced my confidence as I gave regular presentations in front of the group. PAL developed my leadership skills as I took control of the group; I motivated the students to participate in activities to facilitate their learning.

Westward Tourism Marketing Ltd | June 2013 | *Voluntary Marketing Intern*

My role involved generating a social network profile for the company on both Twitter and Facebook, in order to meet the company objective of creating a larger online presence. I also observed how the business communicated professionally with their clients when designing a new piece of marketing literature. From this role I gained an understanding of the leaflet distribution process.

The Seven Stars Hotel Totnes | February 2011- May 2011 | *House Keeper*

When working within the rooms and public areas, attention to detail was imperative in order to give guests the best impression of the hotel. In order to work efficiently I had to organise linen records throughout my shift. This role varied with independent and team tasks therefore I had to adapt to working with a range of individuals.

Other Skills

- Advanced knowledge of Microsoft Office including Excel, Word, PowerPoint, Publisher and Outlook
- Experience using bespoke IT software
- Strong understanding of social networking including: Twitter, Facebook, Instagram, Pinterest and LinkedIn
- Languages for business professionals – Spanish Beginner Progression

Personal Achievements

- Won the Negotiator/Sales Person Award from a Flybe training workshop
- PADI Rescue Diver
- Clean Driving Licence
- Studied dance since an early age, performed in professional productions and taken various examinations

Referees available upon request

Daniel Swan

Telephone Number: 07787425075 | Email Address: i7707478@bournemouth.ac.uk
Flat 12 Chailey Place, Methuen Close, Bournemouth, Dorset, BH8 8PF

Career Objective

A highly motivated BA (Honours) Tourism Management undergraduate student currently seeking a graduate position within the marketing sector of the tourism industry. My three years of degree-level education have provided me with knowledge in preparation for this position whilst my years of full time work experience combined with my placement year internship have given me a professional attitude and productive work ethic.

Education

Bournemouth University

September 2012 – June 2016

Business Management in Tourism (BA Honours)

This four-year bachelors degree and has given me relevant skills and attributes to develop my career in tourism. During my first and second years I studied Research Methods and Tourism Marketing, which have provided me with knowledge of research into demographics and marketing plan structure. More importantly, my final year modules consisted of Social Media & Communications studies alongside Digital Marketing, both of which have given me an in-depth understanding of contemporary methods of marketing tourism products and services to desired consumers.

- Predicted Degree Grade – 1st Class Honours

North Bromsgrove High School

September 2005 – July 2010

A Levels

- | | |
|----------------------------------|------------------------|
| ➤ Film Studies – A | ➤ Media Studies – B |
| ➤ Theatre Studies (AS Level) – B | ➤ English Language – C |

GCSEs

- | | |
|------------------------|------------------------------------|
| ➤ Media Studies – A | ➤ Physics, Chemistry & Biology – B |
| ➤ English Language – B | ➤ English Literature – B |
| ➤ Mathematics – B | ➤ Theory of Physical Education – B |
| ➤ French – C | ➤ Art and Design – C |

Work Experience

On Track Safaris | Internship | Location: Bournemouth

October 2014 – August 2015

During my time with the African safari tour operator, self-motivation and management are the key skills I have developed as the position was working from home, however during my experience I was able to learn to utilise many marketing platforms for advertising the safari packages and volunteer programs. These platforms included managing the company Facebook and Twitter accounts, creating and managing the budget for multiple Google Adword campaigns, developing a Kickstarter campaign and writing a press release in effort of its promotion. I was also in charge of performing a variety of research into our target demographics via social media and used the resulting data to build Hootsuite social media campaigns when marketing our volunteer program in South Africa. My internship also allowed for my creativity to flow as not only was I able to create an online PDF brochure and create image advertisements for the Google Adword display network, but I also both filmed and edited a

collection of video blogs and virtual tours for the company during my time in South Africa.

Other experiences I have gained from my internship have included a strong development in engagement with other organisations as I searched for a new company back office software whilst improving my interpersonal skills with both current guests during my time in South Africa and potential guests at the 2015 Times Destination Show.

Starbucks | Shift Manager | Location: Bournemouth

March 2013 – Present

My position as a Shift Manager over such a long period has provided me with a solid appreciation of team organisation and motivation whilst also gaining self-management skills by balancing this work position with my University studies. My responsibilities consist of customer and colleague engagement as well smooth cohesion between myself and the other managers to ensure a seamless flow of operations within the store from day to day. I am also placed in charge of staying on top of health and safety within the store and cash management at the end of each shift which has given me an opportunity to fully utilise Google Docs and Drive as our back office software.

Volunteering Experience

Bournemouth University Student Union Volunteer

October 2013 – Present

My volunteering experience for the union has been environmentally focused. I have aided with the conservation and management of two of the well-known parks within Bournemouth, which has educated me in the conventions of conservation.

Ultimate Thailand Program Volunteer

June 2013 – August 2013

Whilst in Thailand, I volunteered in Buddhist temples, at two different orphanages and in the Umphang Elephant Sanctuary. I was tasked with many activities including teaching the children English, reconstruction of the orphanages and taking care of a dozen tribe-owned elephants by washing, feeding and riding them.

Achievements

- Additional qualifications that can add value to my desired graduate position include my recently achieved Level 2 award in Emergency First Aid at Work certificate, and more importantly my completion of the ITB Social Media in Tourism online course that has provided me with essential insight into social media marketing campaign structuring and the capabilities of Web 2.0 in promoting tourism and hospitality products to a wide variety of consumers
- I have also travelled and backpacked around Australia, Thailand and South Africa, which have led to a growth in my independence and confidence whilst developing my people skills and ability to form new relationships.

References

Will Fox

On Track Safaris CEO
Hoedspruit, Limpopo, South Africa

will@ontracksafaric.co.uk

Steven Richards

Senior Lecturer - School of Tourism
Bournemouth University

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01202965850

Edwin Lewis

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Blog: www.hellototravel.com **Twitter:** @hellototravel

Career Objectives

- To develop my career within the aviation industry further from a private sector perspective.
- Experiencing professional growth through obtaining new skills, as well as enhancing my current knowledge.
- My career ambitions for the future include succeeding in different tourism or leisure sectors such as transport, accommodation and attractions within management roles.

Education

Bournemouth University

2012 – 2016; BA (Hons) Tourism Management (Grade Expected: 2:1)

Throughout my studies at University so far, I have acquired a range of management skills from different units that I have studied. This has included being able to work efficiently within a team, highlighted by my development of leadership skills, such as delegating tasks and contributing equally to the work effort. I demonstrated this through prioritising assignments whilst studying the Marketing unit, which also increased my self-confidence. During the Financial Reporting and Financial Appraisal units, I was able to gain business awareness through understanding revenue targets that are vital for some companies. I was also able to understand cash flow budgets and analysing annual reports.

Second Year Units:	Grade Achieved:	Third Year Units:	Grade Predicted:
Financial Appraisal	1:0	Marketing Communications	2:1
Spanish	2:1	Strategic Management	2:1
Managing People	1:0	Critical Issues in Tourism	N/A
Research Methods	1:0	eBusiness	N/A
Tourism Development and Planning	2:1		
Tourism Operations Management	2:1		

Dissertation Topic: “The Effect of the growth of airline hubs in the Middle East region on the performance of the European Aviation Market – A case study of Emirates Airline”. I will be presenting and discussing my results with academics at the British Conference of Undergraduate Research in March 2016.

Key Achievements:

- Succeeding with a 1st overall in my second year at university.
- Co-founding the BU Tourism Society with the role of President within second year and re-joining the society in my fourth year as the Fundraising Officer.
- Being a Tourism Ambassador for Bournemouth Tourism.
- I have been a Student Representative throughout high school education and also during my first and second year of university, achieving a Silver Representation Award. I have been elected as the senior representative in my fourth year. This role includes managing and being responsible for every Tourism Management representative across all years. I also liaise with higher levels of the student union, such as the Education Council at university wide forums.

The Sixth Form College, Farnborough.

2010 – 2012

- 3 A-levels including Travel & Tourism (B), Media Studies (B) English Literature (D)
- AS-level Film Studies (B).

Winston Churchill School, Woking.

2005 – 2010

- 8 A-C grade GCSEs including, English, Mathematics, Media Studies and Travel & Tourism.

Relevant Career Experience

Civil Aviation Authority (Full-Time University Placement year)

June 2014 – July 2015; ATOL Licensing Assistant

- During my placement at the CAA I have gained a professional perspective from a commercial environment. I have undertaken a wide variety of administrative tasks directly concerned with the operation of the ATOL scheme. My position has involved self-managing my time to be able to prioritise tasks. This has included focusing my efforts from licensing ATOL holders, updating multiple excel spreadsheets at a time for received payments and solving problems during ATOL holder failures within the Crisis Management department. As a result of my efficient organisation I have been proactive to take on extra duties. I have assisted other departments such as Airline Licensing by issuing Foreign Operator Permits for the UK.

Key Skills Learned

- Analysing company's revenue data, such as booking figures to understand the risks of the company.
- Communication and interaction with colleagues and public. As well as building relationships with the ATOL holders through emails, telephone calls and face-to-face meetings to identify any company changes and issues.
- Setting targets for the applications received and granted during ATOL renewal periods, to attain streamlined yet exceptional services for ATOL holders.
- Mentoring abilities through training new placement students in key duties during my extension to set the standards of how to undertake procedures and achieve good attention to detail.

Other Career Experience

Boots UK, Woking (Part-Time)

October 2011 – June 2014; Customer Assistant

- This role involved being adaptable. I was multi-trained over various roles throughout the store, these opportunities gave me the chance to be flexible in my delivery of excellent customer service in multiple ways.

Key Skills Learned

- Providing excellent customer experience through a friendly and approachable attitude.
- Retaining customer care and loyalty to the Boots brand by understanding customer preferences.
- Improvement of numeracy ability through cash handling activities.

The Hare and Hounds Pub, West End, Woking (Part-Time)

May 2011 – October 2011; Kitchen Assistant and Waiter

- My responsibilities involved multitasking and prioritising tasks on a daily basis, between working as a Kitchen Assistant and a Waiter.

Key Skills Learned

- Time management skills ensuring that I was always on schedule with any set task.

Information Technology Skills

- An advanced user of computer programs, including SPSS, Word, PowerPoint, Excel, Outlook.
- Can operate both Windows and OSX operating systems.

Additional Information

- I have achieved the Bronze Duke of Edinburgh Award.
- Awarded a certificate of Cabin Crew familiarization with Virgin Atlantic Airways.
- I volunteered at the charity Sue Ryder, Winton in Bournemouth, on a weekly basis between October 2013 and June 2014 in order to give back to the local community whilst studying.

References available on request.

Eleanor Green

Mobile: 07403 228 122

Email: eleanorgreen@hotmail.co.uk

**11 Hedgeway,
Guildford,
Surrey, GU2 7RB.**

I am a hardworking and enthusiastic BA (Hons) Tourism Management final year student at Bournemouth University. I have had several jobs including my recent placement year in London and am excited to start building a career for myself using my wealth of experience. I am a committed and sociable person and am passionate about making the most of as many opportunities as I can.

Key Achievements

- Obtained a 2:1 grade in the first and second years of my university studies; predicted 2:1 grade overall.
- Attended Posters in Parliament to present my dissertation topic - "Animals in Tourism: A Sustainable Future?"
- Communications officer and co-founder of the Bournemouth University Tourism Society
- Bournemouth Tourism Ambassador
- Duke of Edinburgh Bronze Award
- Level 2 Emergency First Aid at Work (expires 2017)
- Level 2 Food Safety in Catering Certificate

Employment and Experience

G Live, Guildford – Casual Events Staff (May 2014 – Present): I took on this role over the summer months and staffed a number of events, including comedy evenings and private functions. My role was to provide excellent customer service alongside my colleagues – this experience has allowed me to become extremely comfortable with cash handling and till use, as well as serving on the bar in busy and high pressure periods.

Norwegian Cruise Line, Hammersmith – Air Planning and Contracting Coordinator (June 2014 – July 2015):

I assisted the European Air Planning and Contractor with the daily management of group blocks and allocations and airline contracts including fare loading and pricing. My role also included:

- Generating weekly and monthly reports on departmental and contractors performance, to be distributed amongst the managers and supervisors within the company.
- Creating new training documents for both new and current staff, as well as potential clients, detailing how our department works and services that we offer.

My role required me to have meticulous attention to detail as some tasks held a large element of financial risk, as well as high levels of time management so that I could effectively prioritize my task list to ensure that all tasks were completed to their varying deadlines. I had the opportunity to work at both Birmingham and Liverpool cruise shows, which tested my product knowledge, allowed me to converse with customers face to face and gave me an insight into the wider cruise industry.

Bournemouth Highcliff Marriott, Dorset – Food and Beverage Associate (November 2013 – June 2014):

I assisted with the smooth running and efficient service of a set meal period, working alongside colleagues to provide superior customer service. The contact I had with customers during my shifts gave me the opportunity to think on my feet and build on communication and confidence skills that I have achieved through previous experience.

Chameleon Worldwide, Hampshire – Product and Marketing Assistant (July – August 2013):

I supported the Marketing Manager in implementing sales, marketing and product activity across five consumer brands. As part of my role I was able to work independently on set tasks such as:

- Developing an online questionnaire to monitor customer satisfaction for each brand within the company portfolio.
- Researching competitor analysis in the form of product and pricing reviews. This information was then used during a product development meeting which I attended myself.
- Producing management reports from existing data including compiling e-newsletter results, retention figures and reviewing the number of solo travellers.
- Updating customer records on the client database including de-duping and reclassification of customers.
- Other tasks including writing copy and researching locations for a press launch.

I really enjoyed my time at Chameleon. I now understand how sales, marketing and product departments operate and also the importance of keeping up-to-date with competitor's products.

Y Restaurant, Guildford – Servery Assistant (November 2010 – August 2012):

I worked as a waitress and on the tills which helped me to gain outstanding customer service and social skills. The restaurant was very busy and I was required to work under pressure and use time management skills in order to ensure that tasks were completed effectively and efficiently. I was able to use initiative when solving customer's problems and queries. I worked as part of a team which I greatly enjoyed.

House of Commons, London – Work Experience (October 2009):

I completed a week's work experience at the House of Commons in 2009 and undertook duties in departments including the Vote Office, Print Services and the Table Office. This was a great experience that allowed me to begin to develop skills such as effective communication and helped to build my confidence. It also gave me an understanding what it is like to work within a professional environment.

Education

Bournemouth University (September 2012 – present):

BA (Hons) Tourism Management – 3rd year.

Modules studied;

- Managing People, Strategic Management
- Tourism Development and Planning
- Economics, Finance, Marketing and Digital Marketing
- Tourist Experience and Behaviour

Godalming College (September 2010 – June 2012):

A-Levels - English Language (C), Travel and Tourism (C), Spanish (D).

Guildford County School (September 2005 – June 2010):

GCSEs - French (A), Philosophy (A), Spanish (A), English Language (B), English Literature (B), History (B), Mathematics (C), Science (C).

Other information

- Member of the University Welcome Crew during the arrivals week (September 2013)
- Competent Spanish skills (written and conversational)
- IT skills including Word, Excel, PowerPoint and Social Media
- Competent user of Google Adwords

References

References available on request

Emma Gibson

Email: gibsonemmasofia@gmail.com

Mobile: +44 07581 537 547

30 Talbot Drive, Poole, Dorset, BH12 5ED, UK

Nationality: British and Swedish.

Education

2012-2016 Bournemouth University (U.K.) BA (Hons) Tourism Management
Four-year course, with a placement year in the third year.

2:1

Areas of Knowledge: Managing People, Planning and Development, French, Economics, Finance and Environmental Studies.

Bilingual in Swedish and English.

2007 – 2012 Hong Kong. South Island School
Year 9 – 13, GCSE's and International Baccalaureate.

Math, English, French, Environmental Studies, Film and Theatre.

Employment

2015 **The Savoy Hotel, The Strand London.** University Internship Program.

Three month attachment in the Events department.

- Responsible for running small functions and managing agency staff to deliver the standard service of a 5* hotel.
- Responsible for training agency and new and old members of event staff.
- Part of a team working in events catering for up to 500 guests in our ballroom.
- Review Banquet Event Order files to set up events spaces accordingly.

Three month attachment in Reception.

- First intern to be offered this opportunity.
- Skills in checking guests in and out, dealing with guest requests and creating 'theatre moments'. Meaning, going beyond the standard service and providing more personalised and memorable experiences for our guests.

2014 **Fairmont The Palm, Dubai.** University Internship Program

Two Month Attachment in Royal Service Department, Fairmont's own unique guest service hotline.

Assisting internal and external guests with any queries or requests.

Three month attachment as a Front Desk Agent.

- Responsibility for checking guests in and out as well as accommodating any requests or answering any questions whilst acting as a ambassador of the 5* hotel.
- Responsibility and ownership of guest requests, dealing with complaints, interacting with guests of different cultures and speaking confidently and knowledgeably using professional verbiage.
- Skills in dealing with billings, cash handling and currency exchange whilst following 5 star standards, policies and procedures.

2013 **GSWS 2013 Global Spa and Wellness Summit in Delhi, India.** Employed as assistant to the GSWS President and Chairman/CEO Susie Ellis.

-Assisted Mrs. Ellis in her communication with the production company and the 65 speakers at the summit, among which were His Holiness the Dalai Lama.

-Involvement in the back stage organisation of the summit for the 350 attendees and with delegate registration as well as hostess duties.

<http://www.globalspaandwellnesssummit.org/>

Skills and Interests

I.T. A confident user in Royal Service Manager (RSM) and Opera (PMS). Microsoft Office, including Word, PowerPoint, Excel as well as iMovie and a beginner in Photoshop.

First Aid Training

Volunteering

Volunteered in Thailand, Hong Kong and China.

-Weekly visits to an orphanage, volunteered at fundraising events, beach clean ups, taught at a local school

Achievements

Fairmont the Palm: Received a Bravogram from another department for working overtime to help them at a busy period.

-Mentioned on trip advisor within my first month of front desk for being helpful throughout a guests stay with us.

The Savoy: First intern to be asked to work as a receptionist. Received hand written letter in mail from a guest thanking me for my warm and engaging service.

-Nominated for employee of the month

-Congratulated and noticed by our General Manager and Head of Operations due to a guest sending an e-mail about me to the whole management team at The Savoy quoting "Her professionalism and thoughtfulness are exemplary: her conduct enlivens the Savoy's stellar reputation. Fairmont should be grateful that it has such caring and generous person working the guests".

References available on request

Giorgio Krousti

Term-time Address:
65 Victoria Park Road
Bournemouth, Dorset
BH9 2RD

Home address:
16 Linton Road
Loose, Maidstone, Kent
ME15 0AH

07795097907

Gkrousti11@gmail.com

EDUCATION AND QUALIFICATIONS

2012 – 2016

BA (HONS) International Hospitality Management

Consumer Experience and Behaviour
Food and Beverage Management
Personal and Professional Development

Finance and Economics
Management Decision-Making
Small Business Management

Part of my final year involves a consultancy project working with Baxter Story, a predominantly contract catering company based in Reading. We aim to improve their employee retention, data collection and engagement.

My final dissertation project is concerned with the perceptions of hospitality as a career from the viewpoint of the 16-18 age group.

2009 – 2012

GCE "A" LEVEL

BTEC Level 3 Travel and Tourism A*
English Literature and Language C

Government and Politics D
Biology D

2007 – 2009

GCSE's 11 A* - C

WORK EXPERIENCE

July 2014 to August 2015

Commis De Rang/Breakfast Chef De Rang
Le Manoir Aux Quat Saisons, Oxford

This experience gave me an insight into the highest level of hospitality, being voted #1 for service in the UK and #1 hotel in the UK and 6th best in the world on Tripadvisor. This differed from my previous experience and has given me a true insight into the diverse skills required when working in such a prestigious establishment. The two roles I obtained gave me a wider scope of the implications of quality management and the understanding behind the variety of skills needed by a diverse workforce. Being promoted to my second position, I was assigned with all room services, the mes en place for the restaurant for lunch service and collaborating with the reception teams to ensure precision of service to our guests.

2013 - 2014

Kitchen and Front of House

The Retreat, Bournemouth University

As a part of my degree, I spent 8/10 weeks working at the university restaurant, both in the kitchen and front of house. This has provided me with an opportunity to build upon my existing skills and also learn new ones, supporting the theory provided with my degree. I was able to have the

opportunity to be head chef for one week, I particularly enjoyed this role as I enjoy providing leadership and direction for others around me within my passion for the industry.

2013

Sous Chef

Chequers Fish Bar, Lenham

During the summer of 2013 I was given the opportunity to work in a fish and chip restaurant. I used this chance to further cement my knowledge and skills in the hospitality industry which I had learnt during my first year of university. Expanding on my previous experience in Seawave, I was also responsible for a few employees, of which I would regularly ensure staff performance was of top quality.

2009 – 2012

Sous Chef

Seawave Fish Restaurant/Takeaway, Maidstone

This was my first role working within the hospitality industry, learning how to cook and prepare food as well as serving. After a significant amount of time my responsibilities increased, tasks such as managing the deliveries and stock rotation.

2011-2012

Learning Support

New Line Learning Academy, Maidstone

In my final year of upper sixth I was approached by my headmaster to volunteer my time and assist at a partnering school and teach GCSE level Mathematics to ages 13-17. This role included organising lessons with a supporting member of staff and aiding in the student progress towards taking their examinations and passing through with a GCSE qualification in Mathematics.

VOLUNTEERING, INTERESTS & ACHIEVEMENTS

- **Full UK Driving License**
- **Travelling;** Thailand, Zambia, Botswana, South Africa, Cyprus, Bulgaria, Belgium, Croatia, Spain, France
- **Sports;** football, yoga, rugby
- **BU Societies Member:** Shooting, Wakeboarding & Kite Surfing, Snowriders, Hospitality, Tourism
- **Volunteering;** World Challenge 2009
- **Languages;** Greek, English, mild French
- **BIIAB Level 2 Award for Personal License Holders**
- **Bournemouth Tourism Ambassador**
- **Institute of Hospitality member**

REFERENCES ON REQUEST

Joe Gower

Sackville Farm, Lower Road, Herstmonceux, East Sussex, BN27 1QG

Mobile: 07794 633446

E-mail: Joe.Gower@hotmail.co.uk

Education

2012 – 2016 **BA (Hons) International Hospitality Management** **Expected- First**
Bournemouth University

I achieved a 2:1 in my first and second year of study. Course units have included Marketing, Financial Reporting, Economics and Food Studies. This has offered me an extensive insight into the business environment. I have also gained exemplary customer service skills through work within the University's practical restaurant work space.

2009 – 2011 **Heathfield Community College- Sixth Form**

3 A-Levels and 1 AS-Level at Grades B-C

2004 – 2009 **Heathfield Community College**

11 GCSE's at Grades A-C, Including Maths and English

Employment

Student Intern **July 2014-July 2015**
Corinthia Hotel London

As part of my degree I completed a twelve month internship at Corinthia Hotel London. Where I gained first-hand experience of a variety of departments, which allowed me to gain an unparalleled knowledge of hospitality within the five star hotel market.

Butler

- Gained a firm understanding of Pre-Arrival and Departure Procedures including Guest requirements and amenities for high profile guests.
- Developed people management skills to enable effective communication with other departments to satisfy guest needs.

ESPA Sales and Reservations Assistant

- Handled numerous email, phone and face to face booking enquires daily.
- Supervised a busy reception desk, dealing with high profile guest requirements.
- Administered ESPA's Key Performance indicators, which directly led to future budget forecasts.

In-Room Dining Waiter

- Gained an extensive knowledge of food service within a room service facility.
- Developed a Five Star attention to detail through extensive food service training.
- Exercised time management skills, overseeing and delivering up to 150 covers every morning.

Residential Concierge- Corinthia Residences

- Oversaw the maintenance of 11 Luxury Apartments and 1 Penthouse
- Communicated with estate agents, Engineering Contractors and high profile clients and their advisors.
- Began to develop an extensive knowledge of commended establishments to recommend to clients.
- Displayed presentation skills, conducting show rounds to high profile clients.

Site Logistics Assistant Manager**June 2009- June 2015**

Lawn Tennis Association- Aegon International Tennis Tournament
Eastbourne, East Sussex

- Preparing 12 tennis courts for play on a daily basis. This required excellent organisation and time management
- Supervising the Lawn Tennis Association deliveries and ensuring that stock levels were maintained
- Liaising with colleagues to guarantee excellent customer service for members of the public, tournament staff, player representatives and the tournament director.

Controller (Front Desk Reception)**October 2010 - June 2012**

David Lloyd Leisure (Bowling and Laser Quest)
Eastbourne, East Sussex

- Delegating tasks to the Lane Marshalls
- Supervising a busy reception desk and maintaining a high standard of customer service
- Answering queries and complaints from customers professionally, whether in person or over the phone
- Coordinating the booking diary and ensuring it was accurate and up to date
- Responsibility for payment transactions
- Occasional bar work.

Personal Interests

- Running- ran the Hastings Half Marathon, raising £370 for St Michael's Hospice
- Singing- trained to a Grade 8 standard and in receipt of a university music scholarship
- Brighton and Hove Albion Football Club season ticket holder.

Additional Information

- IT Skills- Microsoft Windows, Microsoft Office (Word, Powerpoint, Excel). Confident use of Mac or PC.
- Bournemouth Tourism Ambassador 2013
- Full clean UK driving license.

References are available on request

LAURIE BYRNE

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London, Ealing
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England

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(+44) 07596943823
Instagram: lozopitspics
Also on LinkedIn

EDUCATION

2012 – 2016 **Bournemouth University: Tourism Management (BA) Hons**

Key Modules Include: Marketing Communications, Environmental Studies, Consumer Behaviour, Strategic Management, Development & Planning, Finance and Economics and Spanish Conversation.

This course has allowed for an extensive understanding of the tourism industry as a whole, it has enabled the examination and questioning of the intricacies that form the general perspective.

2009 – 2012 **Richmond College**
Travel and Tourism Level 3 National Diploma
Geography A2 Level

2004 – 2009 **Elthorne Park High School**
10 GCSE's (A – C) Including Maths, English, ICT and Science.

RELEVANT EXPERIENCE

2014 – 2015 **Rainforest Retreat at Mojo Plantation** India, Karnataka, Kodagu.
Tourism and Hospitality Intern

- Main responsibilities were leading plantation tours and treks, giving presentations about Bio – Diversity and conducting administrative tasks.
 - Communication skills were of importance because the role was to create a bridge between nature and a society that seems so far removed from it.
 - Enhanced independent thinking through developing new trekking routes.
 - Creatively redesigned the communal area that the guests use, to improve its aesthetics.
 - Worked effectively in planning and coordinating school programs.
 - Maintained Social Media profiles and Increased followers.
-

VOLUNTEERING

- Scouting Community: Member since 2004; progressed to Leadership Role.
- National Trust: Clearing of waste in rural areas.
- RSPB: Participation in schools education program.
- The Bournemouth Natural Science Society and Museum: Created a Marketing Communications Plan which is to be implemented summer 2016.
- Poole Library: Advocated human rights

OTHER WORK EXPERIENCE

2007 – 2015

Helen Byrne Flowers

Personal Assistant

Helen Byrne Flowers is a floristry business exclusively for the British Television and Film Industry. A professional demeanor with clients, using initiative to overcome challenges and creativity have been represented. Contributed to the work on Strictly Come Dancing, Eastenders, Downton Abbey, The Crown, Outlander, Who Wants to be A Millionaire, The Graham Norton Show, Alan Carr Chatty Man, Snow White and the Huntsman and various award shows.

2010 – 2012

Tesco Osterley Extra

Customer Assistant

Working at Tesco taught diligence and introduced a work ethic. This was a part time role during College thus allowing independence in career progression.

2015

Dosa Deli

Spent a month travelling with Dosa Deli working on the UK festival scene. Serving and making Indian Cuisine at Latitude, Womad, GreenMan and Port Elliot Music Festivals. Whilst at Womad and Port Elliott the food stall won awards for best food and customer service.

INTERESTS

Photography

- Completed a 10 week photography course with Arts University Bournemouth.
- Photograph featured in a collection hosted by Bournemouth University.

Writing

- Contributed to an article which is to be used by The Department of Culture, Media and Sport to advocate Tourism Related Degrees at University.
- Written a feature for the Bournemouth University Prospectus.
- Written a post for the Bournemouth University Blog

Eco Tourism

- Member of 'Eco Club'.
 - Member of 'Tourism Concern'.
 - Member of 'Greenpeace'.
-

References available on request.

Levine Thomas

8 Nursery RD Moordown Bournemouth BH9 3AS. 07752392938 i7886787@bournemouth.ac.uk

Work History

Gloria Palace Royale Hotel & Spa 4* – Gran Canaria July 2014 – May 2015

Animation, Waitress and Housekeeper Intern

Animation: responsible for providing engaging entertainment for children throughout the day and evening in addition to theme days. Communicating with the parents of the children.

Waitress: responsible for serving the guests, create a pleasant atmosphere during breakfast, lunch and dinner, bring beverages, answer questions, take orders and to welcome guests to our restaurant.

Housekeeper: responsible for cleaning the guest's rooms and public areas of the hotel.

Bell Beyond – Italy June 2013

Summer Camp Tutor

Teaching Italian children English, lesson planning and incorporate games, songs, arts and crafts.

Bournemouth University October 2012 - May 2013

Student Ambassador

Attending Open days and promote the benefits of Bournemouth University and the support available. Conduct tours to students at Open days. Assist and support with other student recruitment activity such as careers and placement days.

Various Agency work August 2010 – Present

Waitress, catering assistant, Bar assistant and retail assistant roles.

Agency work has gave me opportunities to work as different positions such as with different companies for example Fortnum and Mason, Wembley Stadium, Lords, Epsom Derby, Twickenham, Selfridges and Waitrose and V festival. Also the Haven Hotel, Harbour Hotel within Bournemouth.

Stocktaking, handling money, customer service dealing with suppliers

TUI– France Feb 09 - Oct 09 & Dec 09 – Apr 10 (Ski bound) / Jun 10 – Jul 10 (Summer)

General Assistant (Waitress/Housekeeper/Kitchen Porter)

Customer service

General Assistant – (Waitress/Housekeeper)

In charge of the laundry room and making sure that it has been kept clean and tidy. Ensure there were the right amounts of lining in each floor for changeover days.

Awarded Employee of the Month in both summer and winter seasons

Equity Travel – Chateau du Baffy & Hotel Le Mont Corbier - France April 08 - Nov 08

General Assistant – (Waitress/Housekeeper/Kitchen Porter)

Stocktaking and Customer service

Academic Qualifications

Bournemouth University 2012 - 2016 BA (Hons) Tourism Management

Birkbeck (University of London) 2010 - 2011 Certificate of Higher Education

Havering Sixth Form College 2006 – 2007 BTEC First Certificate in Sport

BTEC First Certificate in Travel and Tourism

Key Skills in Communication

St Edwards C of E School 2000 - 2005 GCSE's in Science, English, German, Maths, Religion Studies

Professional Qualifications

40 hours TEFL Certificate - 2013 Distance Learning

Food Hygiene Certificate Level 2 - 2013 Distance Learning

CIEH Level 2 Award in Emergency First Aid at Work – 2016 Bournemouth University

Hobbies and Interest

Bournemouth University Dance Society

References: On request

LISA CRISTOFOLI

Flat 6, 18-22 Holdenhurst Road
Bournemouth, BH8 8AD
Mobile: 07939053626
Email: lisacristofoli@aol.com
LinkedIn: Lisa Cristofoli

Employment History

Spa Sales Specialist at Golfbreaks.com (Bookaspa.com)

Windsor – July 2014 – July 2015

- Placement student of the year within Bookaspa.com
- Meeting daily, weekly and monthly targets and competitively working within the team, making the most sales (over 1,100) and making over £55,000 profit.
- Delivering high quality customer service to new and existing clientele through excellent interpersonal skills and confidence speaking on the phone and via e-mail.
- Involved in the recruitment process for new placement students, through sifting CV's, conducting phone interviews and selection of candidates.
- Keeping extremely organised to keep on top of the busy work load
- Liaising with suppliers to gain the best deals for the client
- Listening to client's needs to ensure they are matched to the best spa break for them to ensure customer satisfaction

Education

2012-2016 - BA (Hons) Tourism Management

Bournemouth University

Studying on a flagship degree course at Bournemouth University focusing on all aspects of business management, relating specifically to the tourism industry.

Dissertation Title: Aesthetic and Emotional Labour - the effects on tourism employees.

Current Modules:

Economics of Tourism and Events

Strategic Management

Critical Issues in Tourism

Small Business Management

Gained a 1st in first year and a high 2:1 in second year.

2010-2012 – Queen Mary's College, Basingstoke

A Level Travel and Tourism – AA; Business Studies; Spanish; Italian; Textiles

2005-2010 - Brighton Hill Community College, Basingstoke

8 GCSE's all C and above, including English and Mathematics

Other Experience

Front of House at Harvester

Basingstoke, 2009 – Present (P/T – Vacation work)

- Working well within the team to ensure all customers are satisfied with their dining experience
- Dealing with cash handling procedures in a sensible way
- Confidence to listen to customer issues and make decisions independently

**Food & Beverage Assistant at Oakley Hall Hotel
Basingstoke, 2013 – 2014**

- Provided guests with the 5-star experience they expected within the Michelin star restaurant, tea rooms, private function rooms and hotel

**Team Member at Greggs
Basingstoke, 2010 - 2012**

- Working well under pressure in a busy town centre shop to ensure food was prepared and served to meet company standards
- Given responsibility to train new team members

**Work Experience at Hampshire Court Hotel (Q Hotels)
Basingstoke, 2009**

- From the experience gained at the hotel, it helped me come to the decision that the tourism industry was where I wanted to work
- Gained an insight into different departments including front of house, leisure, housekeeping, restaurant and events.

Additional achievements and skills

IT Skills

- Highly confident with Microsoft packages
- Experienced with social media and online platforms

Sales Training

- Undertaken an intensive 2-week sales training course to learn all the necessary skills needed to make a successful sale through to the customer service and feedback.

Created Bournemouth University's 'Tourism Society'

- Created the society to enhance learning experience for our fellow students, planning social events, industry talks and provided help for younger years

Bournemouth University Welcome Crew

- Volunteered to help new students move into their halls of residence, gave advice, spoke about personal experiences and to make the move to university a lot easier.

Volunteering

- Worked with the National Trust at the Kingston Lacey Estate in Poole to protect the iconic oak trees on the estate and to ensure they were there for future generations.
- Alzheimer's society – As part of Bournemouth University, I volunteer weekly to help out at a local Bournemouth group.

Interests

Crafts, reading, fitness, socialising

References upon request from University Tutor and Manager

Luke Portis-Goyen

59 Belgrave Road, Aylesbury, Buckinghamshire, HP19 9HP,

07730441500 (mobile), 01296482090 (home),

LukeGoyen567gmail.com (email)

Personal Profile

I'm an independent driven individual which I have demonstrated by choosing to undertake a placement in the USA. This internship has provided me with critical and analytical skills as I have managed the inns I have worked at autonomously at times and have had to analyse the prices of the rooms. I have excellent communication skills which is supported by the reviews I have received on TripAdvisor while at The Centerboard Inn. I have shown initiative as I have managed to overcome any guest problems while managing the inns. This shows that I can work well independently and am a self-motivated, driven individual.

Education and Academic Qualifications

BA (Hons) Tourism Management Undergraduate Degree, September 2012 – July 2016

Aylesbury College, September 2010 - June 2012

Aylesbury Vale Academy, September 2005 – July 2010

BA Hons Tourism Management Degree Started September 2012 and due to finish July 2016

BTEC Extended Diploma in Travel and Tourism – Grade - Distinction* Distinction* Distinction*

Started September 2010 and finished June 2012

NCFE Certificate for Resort Representatives

NCFE Level 1 Certificate for Introduction into Cabin Crew and finished in June 2012

10 GCSEs including English Language, English Literature and Mathematics

Employment

The Inn at 359 Main: Chatham MA 02633, January 2015 – May 2015

The CentreBoard: Inn Nantucket MA 02554, June 2014 – December 2014

The Regatta Inn: Nantucket MA 02554, June 2014 – December 2014

I have changed customer practice by introducing helping guests with their luggage when they arrive and that is set to continue after I leave. While on Nantucket I have developed my adaptability and problem-solving skills as the boats sometimes get cancelled due to severe weather without prior warning. While managing the inn independently I have had to block off guests rooms so they are not stranded and charge them when they return to the inn from the docks. I had to critically analyse the room rates for last year and I set the room rates for The Centerboard Inn for 2015 from January to December. I have provided a unique charm with my British accent as many guests have commented on how nice it is and it has allowed me to show guests that I am easily-approachable and willing to go the extra mile to offer a high level of service by conversing with them about their plans for the day. I had to manage the inns autonomously quite frequently and as I did this successfully it shows I can self-manage and have good organisational skills.

Stoke Mandeville Stadium, November 2011 – December 2011 for work experience

I had to deal with customer complaints such as when double-bookings for the tennis courts or sports hall were made which displays my problem-solving skills. I was also told that out of everyone who had completed work experience there that I had shown the most initiative and that is because I felt comfortable in completing tasks individually, +

First Choice Holidays, April 2009 – May 2009 for work experience

I had to deal with customer queries face-to-face and over the phone which shows my communication skills and I had to stamp brochures. I changed the window displays daily and filed invoices.

Achievements

Baking, Karate, Football, going to the cinema, Acting, Dancing and Teamwork.

References

Steve Richards (University Lecturer)

Contact Details: Email: srichard@bournemouth.ac.uk Phone: 01202965850

Lyn Francis (Employer at The Centreboard/Regatta/Inn at 359 Main Inn)

Contact Details: Email: innkeeper@theregattainn.com Phone: 5089015740

Megan Green

Email: Meganannegreen@yahoo.com

Education

Bournemouth University – September 2012 – Current

BA (Hons) Tourism Management (First year & Second year completed with 2.1)

- Modules included: Finance, Marketing, Market Economy, Spanish, Managing People and Development

Millfield School, Somerset - September 2005 – June 2012

Photography (A Level): General Certificate of Education- B

Travel and Tourism: Business Technology and Education Council (BTEC Level 3 Diploma): *Double Distinction star (D*D*)*

Cabin Crew: City and Guilds Exam Board (C&G Level 2 Award)

Resort Rep: Northern Advisory Council for Further Education (NCFE Level 2 Certificate)

9 GCSE (General Certificate of Secondary Education), including English, Business Studies, and Mathematics

Work Experience

La Quinta Resort & Club (La Quinta, California) – June 2014 – May 7th 2015

I have spent the previous 10 months working as a Journey Ambassador for the Waldorf Astoria resort in California. I have worked in a variety of different roles throughout the whole resort. These roles include - Concierge, VIP Concierge, Bell Services, Valet, and my primary department- Front Desk. I have gained extensive knowledge on how to deliver True Waldorf Service. Some of my day-to-day responsibilities included:

- Check-in/check-out hotel guests courteously and efficiently; process all payments according to established hotel requirements, and provide information and assistance to all guests
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general resort knowledge
- Anticipate guests needs, respond promptly, and acknowledge all guests
- Implemented high-impact sales and marketing initiatives, resulting in increased occupancy and profitability
- Meet with Supervisor to review daily assignments and priorities
- Answer department telephone within specified amount of rings determined by property guidelines, using correct greeting and telephone etiquette
- Send guest amenities upon arrival

I also spent a month working as a social media co- coordinator. I would track all the resorts social media websites such as Twitter, Facebook and Instagram, promoting upcoming special events and responding to guest comments. Also my day-to-day duties would include keeping a log of all of the guest feedback through third party websites such as expedia, yelp and mainly trip advisor, where I would help respond to the positive feedback and have daily meetings with the management about poor reviews.

Intern at Worldfast Cargo HK Limited (Hong Kong) - July 2012

As a general Receptionist the duties involved:

- Liaising with overseas freight agents
- Organising shipments from Hong Kong to worldwide destinations
- Worked with company partners in Shenzhen, China

Euroasia (London) - October 2010 - January 2011

I worked at Euroasia as a Personal assistant to the Managing Director:

- Dealing directly with clients and all members of staff helped me to build the confidence to handle any situation
- Answering telephones, emailing and arranging deliveries
- Greeted overseas customers and arrange their transportation and schedule whilst visiting the UK
- Organised meetings for my employer and solved any work problems which helped increase my management skills
- Filing and organising paperwork helped to build my admin skills in a business environment
- Organised events and tracked special events such as employees birthdays and arranged celebrations.

Limewood Hotel (Lyndhurst, Hampshire) - June 2010

- Waitressing at a 5 star hotel helped me to learn many customer service skills, communication skills, and building many relationships with the customers and with the other employees
- I learnt how to work as a team with the other waiters to make sure that all of the customers were happy with the service
- I worked quickly under pressure when the restaurant was open for business

Supreme Freight Services Ltd - January 2010 – June 2010

- Handling customer service via telephone, email and Skype
- Dealing with overseas agents
- Arranging shipments from the Far East to the UK
- Data input directly into the port system computer programme
- Established online tracking system for clients
- Participated in presentation for one of the major shipping lines (CMA)
- All of these tasks helped build my business skills and I often set daily goals for myself to make sure that I was able to complete all the tasks

Interests

- Clay Pigeon Shooting - I am on the clay pigeon shooting committee and team at university where my role is social secretary. Many of my planning, organisation and leadership skills have developed from my participation on this committee
- Volunteering - I have been a volunteer at Sue Ryder charity shop whilst at university
- Traveling - I have travelled extensively and have visited many places around the world, gaining a keen passion for exploring new cultures
- Tourism Society – I currently have set up a tourism society at university and I am on the committee as a safety officer

Additional Skills

- Co-committee for NSPCC UK children's charity (London, England) June 2009
- Languages - Spanish level 2 for business professionals
- Driving - Full clean drivers licence
- IT - I am very familiar with all Windows packages, such as Microsoft Word, Excel, PowerPoint, Microsoft Access and Internet Explorer (I achieved a City & Guilds certificate)
- I have also developed a skill with Photoshop while studying photography

References

Ashley Archdeacon (Import Manager)
Supreme Freight Services Ltd
160 Millbrook Road East
Southampton
SO15 1JR
ashley@supremefreight.com

Patrick Anabu (Ast Director of HR)
La Quinta Resort
49-499 Eisenhower Dr
La Quinta, California
92253
panabu@laquintaresort.com

Jet Cheng (Director)
Worldfast Cargo HT Ltd
Trendy Centre
Kowloon
Hong Kong
jc@worldfast.com.hk

❖ Oliver Thomas Cain

❖ Non- Smoker ❖ Clean Driving Licence

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BH9 1ESS

Home Address Finchden Manor
Appledore Rd
Tenterden, Kent
TN30 7DD

Education:

BA (Hons) International Hospitality Management Bournemouth University 2012 - 2016

Currently in my final year. I gained a 2:1 in both my first & second year.

A Levels and GCSEs

Sutton Valence School, Kent 2004 - 2011

A levels B C D

GCSEs 8Bs 1C

Work Experience: Kitchen & Service Trainee (Internship)

Mosimann's Club London 06/2014 – 04/2015

As part of my degree at Bournemouth University all students are required to take part in a placement opportunity. I was fortunate enough to attain my 40 week placement at one of the most prestigious private dining clubs in the world, Mosimann's Club London. I saw this as an exceptional experience and I am glad I gained as much as possible from all the different areas of such an extraordinary establishment. I was honoured to be able to work in the kitchen for the first 5 months before moving to front of house where I worked in; the restaurant, private dining, party service, reception, the bar and was even privileged enough to be Mr. Mosimann's personal assistant for 2 weeks.

Sales & Marketing Manager, Conference & Events Manager and Web Guru

The Harrington Hotel 2014

As The Harrington Hotel is/ was a fictional Hotel that we had to create as part of our university course. It involved several days of hospitality business simulation programme called "HOTS".

The idea behind HOTS was for us to see all the different aspects of a hotel, for us to decide what to improve, set goals to reach and work out how to achieve those goals.

The Harrington Hotel is available at –
<http://oliver-cain.wix.com/harringtonhotel>

The Harrington Hotel's website received the highest grade in the year.

Kitchen Work

The Retreat 2013

Whilst on my course at Bournemouth University I have experienced a variety of roles while working in the staff and guest kitchens. This has given me the opportunity to learn new objectives and develop new and old skills. It has also shown me the importance of individuals in an organisation and how crucial each person is to the team.

Specialist in Social Media and Marketing

Socially Digital 06/2012 – 07/2012

I worked for 4 weeks for Mr Gareth Ingham and his company Socially Digital, where I advertised his clients through the means of social networking (Facebook, Twitter and Pinterest). I was given the responsibility to take control of one of his clients Diamond Heaven, for whom I created adverts and ran a competition. This competition gave potential clients the opportunity to design and submit their perfect ring that they then had the chance to win. This allowed us to expand our potential clientele and also see what designs our target market liked the most.

Chalet Host

Ski France 11/2011 – 04/2012

I worked as a chalet host for 5 months in Meribel where my jobs included

- Hosting, serving and cooking for 15 guests per week
- Chalet maintenance and cleaning
- Collection of food supplies and linens needed throughout the week.

Achievements:

The Duke of Edinburgh Award Scheme

Bronze

Service – Royal Air Force
Physical - Kickboxing
Skill – Touch Typing
Expedition – Lake District (2 days)

Gold

Service – Army
Physical - Rugby
Skill – Learning to Drive
Expedition – Lake District (4 days)
Residential – Classroom Assistant

Bournemouth University

2012 – 2016

Vice President of BU Wake and Kite Surfing Society
Sponsorship provider for BU Snowriders Society
Bournemouth Tourism Ambassador

Sutton Valence School

2004 - 2011

School Prefect
Rugby 2nd XV Captain (and Coaches' Player)
Rugby 7's 1st Team
Deputy Head of Westminster (Sutton Valence Boarding House)
Athletics Senior Team
Golf Senior Team
Swimming Senior Team
Year Book Committee
'Suttonian' School Magazine Photographer

Interests and Hobbies

Open Water and Advanced Scuba Diver qualifications
Intermediate Skier and Advanced Snowboarder
Sailing – Grade 1
Windsurfing – Grade 1
Kickboxing – Blue Belt
RYA National Powerboat Level 2

References:

Academic

Mr Prem Singh - The Retreat

Email psingh@bournemouth.ac.uk
Phone 01202 515 707

Industry

Mr Gareth Ingham - Socially Digital

Email Gareth@Socially-Digital.com
Phone 07530 730 468

Preslava Ivanova

Address: Flat 1 Post Office Buildings, 5a Cardigan Road
Bournemouth, Dorset, BH9 1BJ

Phone: 07447085858
Email: preslavaivanova@hotmail.co.uk

Energetic final year BA (Hons) Tourism Management student, with a range of work experience within the tourism industry both in the UK and internationally, and variety of extra-curriculum activities. Looking for a diverse and challenging graduate position. Fluent in English, Bulgarian and professional working proficiency in Spanish.

Education & Qualifications

2012-2016 Bournemouth University - BA (Hons) Tourism Management (Currently working towards a First Class Honours)

My course has enabled me to develop excellent knowledge in key areas such as strategic financial and business management, financial management, digital marketing and current issues within the industry. Through the use of complex concepts both theoretical and practical, I have developed a much broader knowledge of the consistently changing needs and demands of the market and the competitiveness in the industry.

2012 - 2015 Employability Workshops

Attended various workshops with a range of industrial leaders such as Leadership in the workplace, public speaking, managerial skills and cultural awareness.

2015 Heidelberg University, Germany

Selected to participate in a short course for one week. The course I completed is "Doing Business in South-East Europe and methods of financing", giving me an insight of the business environment in South-East Europe and allowed me to learn new methods of financial analysis.

2013 J.P. Morgan Business Challenge, UK

Half-day event that enabled me to experience what it is like to be at the heart of the firm and gave us a taster of what it's really like to manage a global business like J.P. Morgan. I had the opportunity to meet the J.P. Morgan employees and to put our problem solving, critical thinking skills to the test.

2010-2012 Godalming College

4 A Levels: A*-C including Business BTEC and Travel and Tourism
Extended Project Qualification - "How sustainable is the development of Dubai" – Awarded B.
Sixth Form Baccalaureate Award with commendations.

2007-2010 Woolmer Hill School a Maths and Computing College

10 GCSE's obtained, Maths – B, English – C/B (language/literature), Leisure and Tourism A.

Experience

July 2015 – Present Sales Manager - Bijou Wedding Venues

- Conducting introductory tours of the venues, providing an introduction to the Bijou Wedding Planner & an approximate wedding cost quote with the aim of closing a sale.
- Acting as the first point of contact for the Bride & Groom, ensuring all group standards are met while providing 5* customer service during Sales and Wedding days.
- Ensuring smooth flow of operations throughout the day using organisational and time management skills.
- Daily Reporting and conduction of an adequate and detailed handover with the Night Manager.

July 2014 – July 2015 Sales & Marketing Intern - Hotel Arts Barcelona (A Ritz-Carlton Hotel)
(Nominated for Best Trainee of the first half of 2015)

- Group Sales Assistant working with the Sales Manager in charge of the European Middle Eastern, Asian Pacific and African markets, consistently representing the Ritz-Carlton "Can do attitude", ensuring the highest level of quality.
- Responsible for ongoing business and fully assuring a manager position while the manager is out of the office on business.
- Closely following the progress of the market segment in terms of revenue, key accounts and identifying trends using analytical skills together with a range of reports and data analysis techniques.
- Using own initiative to identify potential business opportunities, negotiation, contracting and problem solving while dealing with multiple cultures with different needs.
- Day to day database management including Opera, MS Excel and MS Word.

Sept 2012 – Nov 2013 Manager - All Things Where Ltd

- Overseeing and Training a team of 40, using people management and mentoring skills.
- Involvement with the social media marketing, business development, accounting and website content creation.
- Liaison with clients in order to be fully aware of their evolving needs, and securing new business.
- Further involvement with photography and editing using Lightroom software.

[Volunteering](#)

Sept 2013 – 2 weeks Welcome crew

- Range of duties during the new student's arrival and student presentations.

July 2013 – Sept 2013 Cambodia – Hope Agency

- Worked at a school teaching kids English as well as helping out the general development of the area through helping out in building a volleyball court, and contributing towards food provisions for disadvantaged families.

Nov 2012 LEGGIT – Charity Hitchhike

- Participating in a 48 hour challenge with a university colleague, to get as far away from Bournemouth University as possible without spending any money, raising £150 for "Make a Wish" charity.

June 2009 – July 2012 Youth Worker

- Created and participated in a range of educational activities while working with children with disabilities.

[Awards & Certifications](#)

Sept 2013- July 2014 Shrieverly Award Holder

- One of the 3 selected students out of 18,000 at the University to work on a community project together with the High Sheriff of Dorset, Chief Police and Fire officers, and a range of local stakeholders

Sept 2012 – July 2014 Student representative (Silver Award)

- Responsible for representing the views of students at a variety of course and faculty meetings.

Jan 2014 Bournemouth Tourism Ambassador

- Short online course testing my knowledge on Bournemouth as a Tourist Destination and customer service skills.

[Interests](#)

One of my greatest interests is travelling and I strive to take every opportunity that arises to explore new cultures. I very much enjoy sports such as Volleyball & Tennis. I also enjoy dancing which I also taught to children and adults for 3 years.

Employer and academic references available upon request

Rebecca Phillips

30 Talbot Drive
Poole, BH12 5ED
rebeccasuzannephillips@gmail.com
07710242659

Thrives in a working, fast paced environment

Academic

Bournemouth University

BA (Hons) Tourism Management (Predicted Grade: 2:1)

Sept 2012 – present

The course covers all areas of tourism; for example; Finance, economics and accounts, Culture and Environment, Research, development and planning, Managing people, experience and behaviour, Marketing and Operations Management

South Leicestershire College

BTEC National Diploma in Travel and Tourism (Triple Distinction)

Sept 2010 – July 2012

Career

Bournemouth Marriott Highcliff Hotel

Conference and Banqueting Associate

October 2015 - Present (Casual)

- Prepare coffee breaks, carts, and stations with appropriate food and beverage, tables, action stations, buffets, service carts, dessert table/carts and cordial carts. Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen. Ensure courses are cleared and tables are properly crumbed. Respond to and try to fulfil any special banquet event arrangements. Replenish buffet items to ensure consistency and freshness in presentation. Monitor tableware to ensure it is presentable to guests. Monitor and maintain cleanliness, sanitation, and organization of assigned station and service areas..

Captains House Inn

Manager-in-Training

August 2014- August 2015 (Full-time)

A one year internship at the Captains House Inn.

- I applied leadership and assertiveness to create an Intern Training Manual which then developed into managing the training of the new interns
- I developed my skills as a chef and the successful running of a kitchen
- I have had first-hand experience with dealing and following through with complaints and problems with guests, whilst maintaining a professional stance.

Bournemouth Marriott Highcliff Hotel

Leisure Attendant

May 2013 – July 2014 (Casual)

- I experienced insight into the management and operations behind a large successful chain company

- I maintained a high level of guest satisfaction as well as ensuring a high level of hygiene and cleanliness throughout the club
- I maintained the customer/staff relationship balance between the hotel guests and the club members. Both very different but rewarding all the same.
- The use of a computer system called Concept was introduced to me and the continued use of Microsoft Word. Due to my University commitment, I was often graced with the night shift. This involved closing down the club, cleaning and cashing up at the end of the night.

Skills

Interpersonal Communication

- Writes clearly and concise
- Openly expresses ideas
- Co-operates and works well in a team

Management and Leadership

- President and founder of the Bournemouth University Tourism Society with a 7-head strong committee and 31 members; involves leading a directing others, implementing decisions, managing conflict.
- Student Representative for 3 years; set and achieving goals, leading others.

Social Media

- Managing social media campaigns for the Tourism Society, working with my Communications Officer.
- Engaging with industry influencers such as lecturers and guest speakers
- Enhancing the Tourism Society brand image through social presence on Facebook, Twitter, Instagram and Wordpress.

Certifications

- Valid Full UK Driving License
- Level 2 Emergency First Aid in the Workplace
- 10 GCSE's (A-C)
- NCFE Resort Representatives & Customer Service

References

Jill Meyer

Innkeeper at The Captain's House Inn
369 Old Harbor Road
Chatham, MA, USA, 02633

More references available upon request