

# CHARLIE CURTIS

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I am a reliable, proactive and friendly individual who has a keen interest in the area of customer service and problem solving within this industry. I have a passion for helping others and enhancing the customer experience. I am organized and adaptable and can work well both individually and within a team. I am able to work well under pressure and understand the importance of making decisions whilst considering the impact they may have on the business and the customer.

## EXPERIENCE

**4/23 WORK EXPERIENCE 11/2023 – 12/2023(MY JOB WASN'T FOR LONG DUE TO THE CAFÉ BEING TAKEN OVER)**

**CAFÉ WAITER, THE YARD, RAYLEIGH (NOW KNOWN AS URBAN LOUNGE)**

My responsibilities at the yard included taking orders, serving customers, using the till, helping prepare side dishes and maintaining the cleanliness of the café.

**DATES FROM – NOVEMBER 24 – CURRENT DATE**

**HOTEL ADMINISTATOR, HOLIDAY INN, SOUTHEND AIRPORT**

As part of my college course, I have completed 315 hours at the hotel working in many departments such as: Food and Beverages, Reception, Reservations and HR. I enjoyed learning about the different aspects of the hotel while working alongside the HR manager for the hotel. My favourite department was HR as I enjoyed problem solving and helping support staff. Another reason why I enjoyed HR the most is because I was working alongside HR experts who have taught me skills I will use forever. I also work alongside the duty manager who is also the same person who took me on for this placement. Over time I have learned many leadership styles and approaches which will benefit me further.

## EDUCATION

**SEPTEMBER 2019- AUGUST 2024**

**GCSE'S, THE SWEYNE PARK SCHOOL, RAYLEIGH**

English language:4

English literature grade:4

Maths grade:4

Combined science grade:3/3

History grade:4

Sports studies grade level 2 Distinction

Catering grade: level 2 pass (practical) level 2 merit (theory)

### ACREDITED CERTIFICATES

[developing a winning mentality Certificate CC.pdf](#)

[futureproofing-your-finances certificate CC.pdf](#)

[Portable skills certificate CC.pdf](#)

## **EMPLOYABILITY SKILLS**

Adding to the online courses I have already completed, I am currently working through IHG's online courses on hospitality and employability skills with the hope of gaining more knowledge to help me get a role in the industry I enjoy most.

**SEPTEMBER 2024- CURRENT DATE**

### **T LEVEL MANAGEMENT AND ADMINISTRATION (LEVEL 3), SOUTH ESSEX COLLEGE- SOUTHEND CITY CAMPUS**

The course is based on a project I completed in year one which consists of 6 tasks from researching similar businesses to the one given to creating a project plan which includes the budget/deliverables and stakeholder communication plan to present my findings and providing solutions based on the given brief and my research. I also completed 2 papers which covered units 1-7 which are: Business context/People/Quality and compliance/Finance/Policies and procedures/Project and change management and business behaviors. In year 2 I was required to complete another project, this time a 32-hour project which focused on the relocation of a business. For this I needed to conduct some research by using the brief given and create project plan for this move, I then had to complete lots of research on stakeholders and their importance/threat to a project, I then had to draft my own policy for the business and present my findings/ I then completed a travel itinerary for a client which included their travel cost and accommodation for various different offices across the world. I also had to produce a coaching plan and materials to coach a new member of staff and then finally I completed an excel task based on some figures given and I had to suggest a plan of action based on my findings.

## **SKILLS**

- Fast thinker
- Team player and willing to go above and beyond what is expected of me
- Problem solving
- Patience, listening and empathy
- Good communication and social skills
- Time management and prioritization
- Office Administration
- Punctuality

## **ACTIVITIES**

I follow lots of sports and I am a season ticket holder for Harlequins rugby and Essex County cricket club. Sport is a big part of my life, and I enjoy the matchday experience and interacting with others over sporting events. I also play football myself when I am not watching cricket or rugby!

If there aren't sports on, I enjoy spending time with my family and our dog, which can be anything from going for a walk to having meals out. Family is important to me and I like to have a nice balance between my sporting and family life.

Another activity I enjoy is baking and I like to make cakes and mostly bakery items as I have a sweet tooth. I find baking relaxing and a good use of time which keeps me busy during the day.

My passion for sports reflects what games I plan on my Xbox as I like playing football, rugby and darts but I don't do this as much as I used to as I try to avoid technology where possible in order to make every day interesting and not to waste it spending all day on social media just scrolling.

## **REFERENCES**

Sarah Helm  
Course Team leader T level Management and Administration  
Southend College  
Luker Road  
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