

[Contact Centre]

Guy Random

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Personal Profile

I am a recent school leaver with previous customer service experience and a helpful, professional approach to work. I am very interested in your Customer Service Adviser apprenticeship opportunity and would be thrilled at the chance to move forward in a respected organisation like yours.

Key Skills

- Excellent communication skills
- Confident telephone manner
- Customer service experience
- Positive, can - do attitude

Employment

Leisure Centre Assistant – Someplace Xcite

December 2016 – Present

Since Christmas, I have worked part time at the local Leisure Centre as a general assistant as part of the wider leisure team. This has involved charging admission, taking bookings, renting out equipment, handling cash and particularly answering the phone. Good customer service skills, a friendly attitude and a helpful manner have been really important to this job and are aspects that I would love to develop further through an Apprenticeship. At times, I have been required to supervise children and adult activities which has frequently forced me to think quickly on my feet, remain aware of a lot of information at once and to act in a professional manner all of the time. I have really enjoyed the team atmosphere at the sports centre and the opportunity to help members of the public remain fit and healthy.

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Education and Qualifications

Someplace Academy

August 2011 – June 2017

Higher Maths – A

Higher English – C

National 5 Computing – B

National 5 Business – C

National 5 Music – C

National 5 Hospitality – A

National 4 French

Achievements

First Aid Certificate

Interests

I have a keen interest in television and films. In recent years I have enjoyed US TV shows like Game of Thrones and True Detective. As an avid TV watcher, I feel I would be able to bring my enthusiasm for your products to a sales role.

I also have a real passion for football, which I play as part of a local team. In recent years, we have been particularly successful in our league, gaining promotion twice since I started playing. Through this experience I have learned to appreciate the value of teamwork and the level of success a good team can achieve.

References available on request