

# AN OTHER

XX, Road, Town, City

Telephone:  
Mobile:

Nationality: Irish  
Email:

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## SUMMARY PROFILE:

A conscientious customer service professional with over 20 years customer care, administration and relationship management experience in the hospitality and leisure sectors. A passion for delivery of top class customer service is fuelled by an organised mindset, superb attention to detail and a genuinely caring attitude. A dependable character and respected manager, with discretion, loyalty and personal responsibility as key values.

Now targeting a customer service orientated role in the hospitality or leisure sectors.

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## CAREER HISTORY:

**Executive PA to CEO                      Organisation X, Dublin                      2003 – 2005**  
High level position of significant responsibility organising all CEO's business affairs, and supervising one office administrator. Responsibilities included:-

- Looking after all CEO business arrangements - meetings logistics, travel and accommodation, diary appointments, daily scheduling
- Fielding all inward communications, dealing with directly or diverting as appropriate, activating CEO responses where necessary, and issuing all external communications
- Acting as CEO's internal eye's and ears through regular liaison, observation and reporting on internal departments operations, and recommending solutions where appropriate

**General Manager                      ABC Hotel, Mancheser                      2000 – 2002**  
Managing a well-located, high quality, period 'business/leisure' hotel with full restaurant and pub facilities, a turnover of £1.5m and a 13-strong team of full and part-time staff. Continued with operational management processes as in previous role. In addition:-

- Produced plans and raised business capital to convert Public House to period Hotel and completed conversion within 7 months with minimal public house business downtime
- Enabled award of '4 Diamonds Inn' status under British Hotel Tourist Board accreditation scheme through well-executed design of all rooms and interiors
- Developed and distributed marketing materials with aim of increasing business reach
- Increased value from business from £x to £y over 2 years of operation

**Manager                      ABC Hotel, London                      1979 – 2000**  
Full management responsibility for well-positioned and popular Public House with £x turnover p.a. and a staff of y. Responsibilities included:-

- Development, resourcing and monitoring of all general operations (front desk, financial records, cash management, external contractors) and premises maintenance procedures
- Staff management – organised recruitment and rotas, provided customer-focussed training and gave significant time to coaching as an aid to staff retention

**Receptionist/Telephonist                      Recruitment Agency, Dublin                      1977 – 1978**  
Welcoming customers at point of entry, dealing with their enquiries and meeting their requirements

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## PROFESSIONAL TRAINING:

<b>Certificate in Basic Food Hygiene</b>	City & Guilds	1990
<b>National Certificate in Hospitality Management</b>	FETAC	currently completing
<b>Proficient in full MS Office Suite</b> (PowerPoint, Excel, Word, etc)		

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**REFERENCES:** Excellent Corporate and Personal References can be provided upon request.