



Chloe Moncrieff

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Profile

Enthusiastic and ambitious second year BSc Hons Business Studies student at Ulster University seeking a placement within hospitality. Excellent customer service and communicational skills developed through part time employment and extra-curricular activities. I am determined and devoted to working as part of a successful team as well as being dedicated to ensuring customer satisfaction by remaining accessible and friendly. I developed my expertise and passion in the hospitality industry from my current employer who was previously Executive Chief at The Merchant Hotel, Belfast.

Education

University of Ulster Jordanstown, NI
BSc (Hons) Business Studies

September 2013 – June 2017

Attended St Pius X College, Magherafelt

September 2006-June 2013

Employment

Church Street, Magherafelt

Waitress

June 2014- Present

- Delivering exceptional customer experience by taking orders, delivering food and managing customer requests.
- Follow safety protocols and restaurant procedures at all times.
- Assist in training new waiters and walk through initial shifts to inform and motivate staff.
- Work collaboratively with a team to ensure all customer needs and restaurant standards of service are maintained.
- Anticipated customers' needs and address all requests promptly.

Tesco, Dungannon

Customer Service Assistant

September 2014-present

- Training to advance excellent communicational and customer service skills.
- Dealing with difficult customers in a calm and responsible manner.
- Excellent time keeping and punctuality.
- Part-time money for placement

Simplicity, Magherafelt

Waitress

March 2012-October 2012

- Providing excellent customer service and using initiative to ensure all duties completed to a high quality.
- Greeting guests as they arrive ensuring they feel welcome and develop a social interaction.
- Served as liaison between the dining room and kitchen staff.
- Ensured correct appearance, cleanliness and proper set-up of the dining rooms. Checks the maintenance of all equipment in the dining room and reports deficiencies.
- Worked behind the bar and frequently made drinks for customers.

During my time in Simplicity I completed the World Host and Ambassador programme which enhanced my customer service skills along with developing my confidence when dealing with customers.

Additional Employment

Drapersfield Nursing Home, Cookstown

Care Assistant

June 2012-September 2014

- Provided professional and personal care for patients within a team