**Curriculum Vitae**

Name: Lois Lane

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**Profile**

Well-presented and energetic person who has developed a mature and responsible approach to work and life. Possessing excellent communication skills, tact, patience and the ability to cope in difficult situations. Able to build good working relationships with others, work as part of a team and support others, or independently with good organisational skills. Enjoys a busy environment and always willing to learn new skills. Currently seeking an apprenticeship opportunity where I will be able to expand my knowledge and to learn industry skills in a professional environment.

(You can expand this by adding more information if you want to)

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**Education**

Accrington & Rossendale College

**Date Subject Level Grade/Predicted**

2017/2018 Food Hygiene Certificate L2 Pass

2017/2018 Functional Skills Mathematics L2 Pass

2016/2017 Customer Service L1 Pass

1990/1995 – Bay Side High School. Accrington

**Date Subject Level Grade**

1995 English Language GCSE C

1995 English Literature GCSE D

1995 Mathematics GCSE D

1995 Science GCSE B

1995 Home Economics GCSE B

(Continue as needed)

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**Employment History**

**Date Employer Position Held**

2017/present Luther’s Bistro, Accrington Waitress/Catering Assistant

2014/2017 Boohoo, Burnley Warehouse Assistant

2010/2014 Rebound Book Shop, Nelson Retail Assistant

1996/2000 McDonalds, Accrington Crew Member

**Core Skills**

* Ability to communicate sensitively and effectively with people of all ages and to build good customer relationships
* Ability to work under pressure and flexibly handling customer enquiries and complaints
* Good numeracy skills to handle cash and stock with ability to follow health and safety practices
* giving advice about food content and menu choices
* working quickly and accurately to maximise sales
* keeping eating and serving areas clean and tidy

**References** - available on request