



Emmanuella Chede

Hi, I'm a recent graduate with 5 years of hospitality and customer service experience.

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Languages

English (Native)

About

I bring extensive customer service and sales experience from Kinza Beauty. I excel in creating welcoming environments, handling transactions, upselling products, and maintaining store organisation to enhance the shopping experience.

BRANDS WORKED WITH

Trinity Laban Conservatoire of Music and Dance-South East London

Resource gate-Luton

Impact Care Services-Luton

J D Wetherspoon PLC-London

Kinza beauty-Luton

Experience

● Event Steward

Trinity Laban Conservatoire of Music and Dance-South East London | Apr 2024 - Now

- Ensured a safe and enjoyable experience for attendees at various events by providing crowd control, monitoring safety hazards, and upholding emergency procedures.
- Provided exceptional customer service by answering questions, resolving issues, and ensuring a welcoming environment.
- Contributed to the smooth operation of events by assisting with setup, breakdown, and maintaining order.

● Support Worker

Resource gate-Luton | Sep 2021 - Now

- Provided compassionate and empathetic care to clients, fostering a sense of well-being and independence.
- Developed and implemented individualized care plans to meet clients' specific needs and goals.
- Maintained a clean, safe, and supportive living environment.
- Effectively communicated with clients, families, and healthcare professionals to ensure coordinated care.
- Demonstrated strong teamwork and collaboration skills to provide exceptional support.

● Care Worker

Impact Care Services-Luton | May 2021 - Sep 2021

- Provided compassionate and empathetic care to clients, promoting their well-being and independence.
- Assisted clients with daily living activities, ensuring their comfort and safety.
- Developed and implemented individualized care plans to meet clients' specific needs and goals.
- Maintained clear and concise communication with clients, families, and healthcare professionals.
- Collaborated effectively with the care team to deliver exceptional and coordinated care.
- Provided compassionate and individualized care to clients, fostering a sense of dignity and respect.

● Cross trained bartender/Kitchen team leader

J D Wetherspoon PLC-London | Dec 2019 - Now

- Food Preparation: Prepared all food orders to ensure quality and adherence to recipes.
- Kitchen Maintenance: Maintained a clean, organized, and functional kitchen environment.
- Inventory Management: Assisted with stock control, receiving deliveries,

and defrosting fridges.

- Beverage Service: Set up the bar area, prepared drinks, and provided excellent customer service.
- Teamwork: Supported and supervised the team, while handling some office administration tasks.

● Sales Assistant

Kinza beauty-Luton | May 2018 - May 2018

I thrived in a fast-paced salon environment during my work experience placement. This experience not only boosted my customer service skills but also helped me build confidence and gain valuable exposure to the professional world

Education & Training

2021 - 2024

● Trinity Laban

Bachelor of Arts in Musical theatre,

2019 - 2024

● Luton Sixth Form College

Musical theatre, History, Music practice,