

Ashleigh McDon-ald

Hospitality Consulting

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Languages

English

About

I am a highly motivated, organised employee with great communication skills and a variety of experience in different customer service roles. I am looking for a new opportunity to further develop my administration and customer service skills. I am currently studying business management at Canterbury Christ church university.

BRANDS WORKED WITH

- Agency
- Harbour & Jones Ltd
- Haringey Council
- Jumpin
- Next
- YSL academy Charity

Experience

● Support worker

YSL academy Charity | Jan 2021 - Mar 2023

Responsibilities:

- Support and mentor young people including carers and people at risk off offending.
- Run projects
- Organise activities for young people
- Work with social workers , teachers, probation officers & police

● Haringey Council | Mar 2021 - Feb 2022

Responsibilities:

- Tenants and repairs
- Leases holders
- Dealing with condensation damp and mould.
- Gas servicing
- Giving permission to alter your home
- Monitoring and respond to all complaints
- We help find people Tempory accommodation if there property isn't suitable to stay in.

● Jumpin | Jan 2020 - Jan 2020

Responsibilities:

- Greeting guests
- Making booking over the phone
- Private hire events
- Event management
- Filing paper working
- Working with children under the age off 13

Housing repairs

● Hospitality Assistant

| Jun 2017 - May 2018

0 hour contract / 5/06/2017 – 13/05/2018

● Sales Consultant

Next | Jan 2017 - Nov 2017

Responsibilities:

- Actively greeting customers and attending to their needs
- Answering queries and addressing complaints in a courteous and professional manner
- Maintaining superb visual standards within the store
- Driving sales through enthusiastic engagement with customers
- Promoting specific lines under the guidance of management, using knowledge of company policy and products
- Remaining efficient and calm under pressure



● Receptionist/Hostess

Agency | Aug 2015 - Feb 2016

Self-employed

Responsibilities:

- Cleaning all relevant areas to a high professional standard (dusting, sweeping, mopping, etc.)
- Stocking and designating facility areas
- Performing and documenting routine inspection to ensure a professional work environment
- Being attentive to mess and responding quickly to minimise its impact
- Taking calls
- Booking meeting rooms
- Filing
- Photocopying

Receptionist/Hostess

10/12/2016 – 31/12/2016 (seasonal job)

Agency, Golden core London

Responsibilities:

- Acting as a warm and friendly first point of contact for clients, welcoming them to the proper beauty station
- Alerting assigned beauticians to clients' needs
- Booking and confirming appointments via phone and email
- Processing transactions and receipts via cash and credit cards
- Opening the store and ensuring it was ready to begin daily operations
- Making tea and coffees
- Administration

● Harbour & Jones Ltd |

Responsibilities:

- Greeting and welcoming people in a friendly, engaging way
- Ensuring customers were comfortable
- Effectively answering enquiries and grievances
- Till operation, ensuring adherence to cash-handling procedures
- Supporting the front and back of house team with a variety of additional duties as needed
- Acting as a warm and professional company representative

● Event planner/Host

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Self employment

Organising event

Event planning, design and production within time limits

Working with clients to identify their needs and ensure customer satisfaction

Organising facilities and details such as decor, catering, entertainment, transportation, location, invitee list, special guests, equipment, promotional material etc.

LARA search

Learning support teacher/teaching assistant

- To provide learning support for pupils in class or in 1:1 situations.
- To develop knowledge of the particular needs of the children and seek advice from the SENCo, class teacher and outside agencies as required.
- To aid access to the full range of learning experiences both inside and outside the classroom and provide modified materials as required e.g. worksheets, games, visual prompt cards etc.
- To make or modify resources as suggested and advised by the SENCo, Educational Psychologist or other outside agencies.
- To organise and maintain an inclusive learning environment across the whole school environment.
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- Provide positive reinforcements, praise and rewards to pupils.
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- Facilitate inclusion in small group activities with peers and support interaction between them.
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- To attend in service training and relevant meetings relevant to the post in order to keep up to date with developments in working with children with special educational needs.

