



Olivia Pickford

Construction Administration

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Languages

Italian

English

About

With a vibrant background in customer engagement and service, I excel in creating memorable shopping experiences. Proficient in basic Italian, my adaptability shines in diverse retail settings, ensuring exceptional service standards are met with enthusiasm and professionalism.

BRANDS WORKED WITH

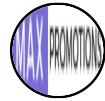
- Bernadette Bolton
- Flowerbowl Entertainment
- Lilli-Mae Performing Arts School
- Max Promotions
- Mezzo Italian Restaurant
- Pioneer Print Solutions
- Pop Up Global

Experience

● Dance and Performing Arts Teacher

Lilli-Mae Performing Arts School | Oct 2023 - Dec 2023

- Upheld all studio guidelines and legal requirements.



● Hostess/ Front of house

Max Promotions | Jun 2023 - Jun 2023

- Assisted wait staff by taking guests drink orders, clearing tables and processing payments.
- Guided guests to appropriate seating for party size and provided food and drink menus.
- Prepared banquet rooms for use, adjusting lights, sound volumes and room temperature to provide comfortable experiences for guests.

● Receptionist and Activities instructor

Flowerbowl Entertainment | Sep 2021 - Apr 2022

- Operated the main reception desk answering phone calls and emails
- Coordinated and lead groups of up to 20 people in activities such as
- Curling sessions, Crazy Golf events, Bowling and many more activities
- Utilised my strong interpersonal, relationship building and communication skills.
- Handled customer concerns and escalated major issues to supervisor.

● Performer

Pop Up Global | Jan 2017 - Jan 2022

- Working for this company has involved numerous events including Christmas interactive experiences at multiple locations and Parades at the Trafford Centre.
- Performed dances, routines, acting and singing for variety of performances.
- Collaborated with other performers, feeding off their energy to create unique and crowd-pleasing experiences.
- Interacted with members of public with confidence and charisma.

● Waitress

Mezzo Italian Restaurant | Sep 2016 - Feb 2018

- Retained knowledge of current menu selections for accurate, reliable customer guidance.
- Cleared and reset tables with clean service ware to uphold faultless restaurant standards.
- Greeted new customers, answered initial questions and took drink orders.

● Administration duties and Dance Teaching

Bernadette Bolton | Jan 2017 - Jan 2018

- Organised rehearsals to facilitate polished productions.
- Closely monitored student dancing progress to report results to teachers for evaluation and developing learning plans.
- Assisted with dance class marketing activities, including updating social media, sending newsletters and developing advertisements.

- **Administration duties**

Pioneer Print Solutions | Jan 2016 - Jan 2018

- Managed office correspondence, including emails, phone calls and mail, efficiently and promptly.
- Oversaw effective file management to keep office records up-to-date.

Education & Training

2018

- **Westholme School**

Psychology (B),,