CURRICULUM VITAE

Paul Scott

Personal Details

Name: Paul Scott

D.O.B: 23/05/1989 Tel: 07788410829

E-mail: paulscott\_50@hotmail.com Skype I.D: p.scott89

Address: 90 Ewesley Road, High Barnes, Sunderland, United Kingdom, SR4 7RJ

Profile

I would say I am a very motivated hard working person with a good attitude towards work. I am very dedicated to my work and gain great pleasure from knowing something has been done to the best of my ability and to a good standard. I always try to go the extra mile to help in any situation. I am not afraid to involve myself in group tasks and have good self confidence for communication in person to person situations or via telephone.

Key Skills

From working at Nandos I have greatly increased my customers service skills as the customers service expectations is very high and targets need to be met such as up selling and there is a extensive mystery diner programme. From University I have also improved on my written and presentation skills and confidence in team work situations as working on group tasks and presentations at University occur daily.

I think it is important to have your say and try to lead a team but it is also important to let others express their views and suggestions as three or four heads is much better than one.

I would say after working under high pressure such as meeting deadlines on time and working in a very busy restaurant has helped me to understand and develop my skills of job delegation, setting a time for each job and trying to stick to that time so targets are met. I would say I am a lateral thinking person who can problem solve under pressure.

Proficient in the use of Microsoft Word, Excel, Power Point and Publisher.

Education & Qualifications

September 08 – July 2011 University of Sunderland BA Hons Business & Retail (EXPECTED GRADE 2:1

TEFL i-to-i 140 Hour Combined Course, Online TEFL Course, 20 hour classroom, grammar awareness, video practice, teaching business English, one-to-one, young learners, large classes, limited resources

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| September 2005 - June 2008 Bede Sixth Form College: Double award Business Studies and ICT, working with others, improving own learning performanceSeptember 2000 - June 2005 Thornihill Business & Enterprise School:10 G.C.S.E’s including English, Maths & ScienceHSE First Aid Certification, HSE COSHH, Food Hygiene Certificate |

Employment History

October 06 – December 10 Nandos (restaurant) cashier and greeter

Duties Include working in a high pressure environment greeting and serving customers in a friendly manner, up selling, representing the company in a good way and aid helping new staff.

June 06 – October 06 Lloyds TSB

Duties included answering calls about customer bank queries, transfers, debits etc and up selling new products such as flexible current accounts or loans.

Referees

Miss June Russel, Miss Rebecca Virabi (Nandos Manager) - 118 High Street West, Sunderland, Tyne and Wear, SR1 1TX‎, 0191 565 5542‎

Mrs Anne Edwards (Personal Tutor) - Room 103E, the Business School, St Peter's Campus, anne.edwards@sunderland.ac.uk