

PERSONAL

Name
Olivia Harrison

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INTERESTS

- Festivals
- Dancing
- Cocktail-Making
- Cooking

LANGUAGES

German ★ ★

OLIVIA HARRISON

Confident, outgoing, and social college graduate with one year of experience working in customer service. Skilled in communication, time management, and cash handling. Have some cocktail-making knowledge and a Level 1 award in Catering and Hospitality. Motivated to pursue my ambition to become a bartender and professionally develop.

COURSES

- Oct 2019 - Nov 2020 **Level 1 Catering and Hospitality**
University of Birmingham
Learned how to prepare, present, and serve food and beverages to customers. Developed health and safety awareness for catering, hospitality, food, and beverage services.

ACHIEVEMENTS

- Attended a cocktail-making masterclass in 2020. Knowledge of 50 different cocktails.
- Won first place at an independent ballet dancing competition in 2017.

SKILLS

Customer Service	★ ★ ★ ★ ★
Cash handling	★ ★ ★ ★ ★
Communication	★ ★ ★ ★ ★

WORK EXPERIENCE

- Sep 2020 - Mar 2021 **Retail Sales Assistant (Volunteer)**
On Time Recruitment, Birmingham
 - Greeted, served, and handled all duties with a smile
 - Keeping the sales floor tidy, organized, and clean
 - Handling transactions and using tills
 - Making sales recommendations and promoting products
- Jan 2019 - Aug 2019 **Shop Floor Sales Assistant (Volunteer)**
Salvation Army Trading Co. Ltd., Birmingham
 - Working as a team and helping with customer queries
 - Welcoming customers and assisting on the shop floor
 - Multi-tasking and managing time to complete tasks
 - Providing excellent customer service and satisfaction

EDUCATION AND QUALIFICATIONS

- Sep 2016 - Sep 2019 **GCSE's**
Birmingham City College, Birmingham
Studied 7 subjects including:
(B) Food Technology
(B) Maths and English