

ELLEN MITCHELL

An actor-musician with over 10 years of customer service experience. I love creating an amazing customer journey wherever I work, and strive to make people feel comfortable, looked after and valued in the workplace- whether that be colleagues or customers.

CONTACT

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EDUCATION

BA (HONS) ACTING- FIRST CLASS

University

2014-2017

ORMSKIRK SCHOOL
GSCE'S AND A-LEVELS

High School and Sixth Form

2006-2013

SKILLS

Customer Service- 10 years

Food and Drink Handling - 1 year

Cleaning- 2+ years

Music Performance- 10+ years

Full Driving Licence

REFERENCES

Provided upon request.

WORK EXPERIENCE

SENIOR TEAM MEMBER

Oliver Bonas

2019-Present

- Key Holder- Cash handling and counting, managing team members when management team are not on shift
- Offering exceptional customer service- gift wrapping, and going above and beyond to create an amazing customer experience

WAITRESS/BARISTA

Paris in Town

2019

- Following food handling procedures
- Serving food and drinks in a timely and presentable manner
- Trained in barista skills

CLEANER

The Hop Vine Pub

2017-2019

- Cleaning whole pub to a high standard
- Cleaning the function rooms, with a quick turnaround for events

SHOP ASSISTANT

Go Local

2013-2014

- Responsible for shop management alone
- Cash handling
- Key holder responsibilities