**Personal details**

**Name:** Holly Groom

**Address:** 45 Farney park Sandymount Dublin 4

**DOB**: 16-11-01

**Email:** [hollygroom45@gmail.com](mailto:hollygroom45@gmail.com)

**Ph:** 353 86 8409776

**Education record**

I am currently a third-year student studying drama and psychology in NUIG.

**Work experience**

Waitressing in Smyth’s of Ranelagh on a parttime basis throughout 2020-2021.

* Responsible for clearing tables
* Collecting glasses
* Taking orders from customers
* Serving food and beverages
* Cleaning and clearing tables

Part time supervisor sales assistant and barista at the Butler’s pantry Sandymount from May 2022 January 2023.

* Responsible for taking orders for catering both over the phone and in person.
* Dealing with customer complaints and feedback in a professional manner relevant to the degree of seriousness.
* Preparing high quality coffees and other beverages using espresso makers, blenders, and other equipment. I also prepared heated items such as sandwiches and pastries using the oven.
* Responsible for opening the shop which involved stocking both ambient goods such as pastries and cakes as well as chilled goods such as preprepared meals. Approving orders that have been delivered via the Costas system, facilitation of cash collection by GSLS and the general preparation of the shop for the day ahead.
* Responsible Making the weekly rosters.
* Responsible for monitoring stock levels and placing orders when necessary.
* Responsible for closing the shop which involved mopping and sweeping the floors, cleaning the counters and coffee machine, putting the waste food through the till, and disposing of it, Counting the till, and dropping the takings into the safe at the end of the day, Turing on the alarm and locking the doors and generally preparing the shop for the next day.
* My general duties also included taking stock, stacking shelves, scanning items through the till, packing customers purchases and keeping the shop clean and tidy at all times.

Parttime supervisor Omniplex salthill, Galway 2023

**Training**

* HACCP trained
* Manual handling training
* Occupational first aid QQI level 5 (distinction achieved)
* VTCT level 2 award barista skills.
* ECDL word document and power point qualification.

**References**

* Andy (former manager Smyths) PH: +353 87 099 7445
* Carol (Former manger the butler’s pantry) PH: +353 89 987 1868

**Achievements and interests**

* Volunteered at my local nursing home throughout 2017/18.
* A lead part in the school musical 2017 & 2018.
* Commitment and school spirt award 2017.
* Most improved student award ELC language college 2017.

### experience and achivements

* **Volunteered at my local nursing home throughout 2017/18**
* **Senior 1 hockey goalkeeper**
* **Leinster hockey development squad 2015-2017**
* **Under 19 B basketball player**
* **A lead part in the school musical 2017 & 2018**
* **Teresian school junior French award winner 2015**
* **Commitment and school spirt award 2017**
* **Most improved student award ELC language college 2017**
* Senior 1 hockey goalkeeper.
* Leinster hockey development squad 2015-2017.
* Under 19 B basketball player.
* Teresian school junior French award winner 2015.
* RYA Keelboat Level 3 certificate.
* Member of the Lourdes helper’s council in 2019.