

Chronological CV

JANE BROWN

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PROFILE

A bilingual Travel & Tourism graduate with several years' customer and administrative experience seeking a challenging role that will develop and add to these skills.

EDUCATION

Oct 2005 - Jun 2008 **Thames Valley University**, London

BA Travel & Tourism Management (2:1)

- Legislation; European Geography; Sales & Marketing; People Management; Retail Travel; Policy and Strategy; Ecotourism

Sep 2003 - Jun 2005 **City of London College**, London

Diploma in Travel & Tourism Management

- Tourism, Marketing; Travel Agency Management; Airline Fares & Ticketing Levels 1 & 2; Airline & Airport Management; Computer Reservation Systems

Sep 2000 - Jun 2002 **Evendine College**, London

A-Levels (Geography & Business Studies)

Sep 1996 - Jun 2000 **Marlow School**, Henley

8 GCSEs

EMPLOYMENT

Aug 2006 - Present **Simpson's-in-the-Strand**, London

Part-time Waitress

- Providing excellent customer service
- Explaining various menu items, staying informed about ingredients and food preparation
- Informing customers of daily specials
- Training new staff members

- Apr 2004 - Jul 2006 **The Millennium Hotel, London**
Part-time Breakfast Waitress
- Took telephone bookings
 - Greeted customers and allocated tables
 - Assisted at banquets and corporate events

- Aug 2002 - Aug 2003 **Buyoung Fashion Company, London**
PA to Managing Director
- General administration and secretarial duties
 - Organised the MD's schedule and diary
 - Maintained confidential records

- Mar 2001 - Jul 2002 **Hanil International Trade Ltd, London**
Part-time Administrator
- Worked in the import/export department
 - Issued and processed all import and export documentation for raw materials and finished products
 - Liaised with insurance and shipping companies in person and over the telephone

SKILLS AND QUALIFICATIONS

- Skilled internet researcher competent in MSOffice (OCR Certificate 2006)
- Fluent speaker of Korean with basic Japanese (currently studying)
- 'Welcome Host' certification 2006 (customer care, handling pressure and problem-solving)
- Food & Hygiene, Health & Safety and Customer Service training (all completed in 2006 with The Savoy Group)

INTERESTS

- Travel and languages
- Music: R&B; classical and soul
- Sports: swimming and tennis