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| UU_Department_of_Hospitality_and_Tourism_Management_Lock-up_ProcessUlster University |
| **Amber Lily Cousins**  Telephone: +44 7856283502  Email: ambercousins2437@gmail.com  Home Address: 26 Shankill Parade, Belfast, BT13 1DT |
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| 2022 - A' Levels Grade  Travel & Tourism (Dist.\*)  Geography (B)  Art & Design (B)  2020- GCSEs  8 GCSE grades A\*-C, including English (B), Maths (C)   |  | | --- | |  |   **CAREER OBJECTIVE**  I aspire to obtain a position in an organisation within the Travel and Tourism sector, that will compliment my academic knowledge and skill set I have developed and apply this to the benefit of the organisation. To have the opportunity to make further progression in my own career path and gain a further understanding of the inner workings to a Travel and Tourism Organisation on an international basis.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **WORK EXPERIENCE**  ***W5 Belfast- Tourist/Visitor Attraction***  **Date:** 2021-2024  **Role:** Visitor Experience Team Member  **Duties/Responsibilities:** ensuring customer satisfaction remains at an exceptional level, floor and exhibit maintenance, health and safety, first aid, cash handling and front desk operations, fire warden and safety, educating and leading large groups of children and additional needs groups, delivering a positive experience to all visitors, fast thinking and problem solving, retail duties and stock take, delivering exhibit knowledge to visitors.  ***Primark Belfast***  ***Date: 2019-2021***  ***Role: Retail Assistant***  ***Duties/Responsibilities:*** Cash handling and till operating, phone operations, order prep, stock take, floor and product maintenance, customer satisfaction aims and responsibilities, product fault duties, store announcements, product displays.  ***The Tides Restaurant***  ***Date: 2024***  ***Role: Waitress***  ***Duties/Responsibilities:*** Cash handling and till operating, food hygiene, table set up, taking orders, serving food and beverages, customer satisfaction.  ***The Grand Central Hotel Belfast Placement***  ***Date: June 2024-May 2025***  ***Role: Front of house receptionist***  ***Duties/Responsibilities:*** Booking confirmations, phone operations, cash handling and till operations, customer care and satisfaction, personal presentation and attitude standards, upselling, reaching target sales, having full knowledge of current products or offers being displayed within the company, admin responsibilities.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **ADDITIONAL SKILLS**  **Teamwork and leadership**- this I have gained experience through my current employment and volunteering in the ACF. Within the Army Cadets as an adult Volunteer I work as a team of others within the chain of command to produce training plans to teach/lead the cadets aging from 11-18. This is done by working together ensuring all aims are met and improvements have been made in teamwork and cadet performance.  **Communication:** within W5 communication is key to ensure the health and safety of all visitors within the buildings at all times. For this to be met, staff are trained on radio systems allowing for all around communication through all departments.  **First Aid:** by attending a weekend long course through the ACF I achieved my Extended First Aid in the Workplace qualification. This allows me to efficiently act upon most medical issues/situations that may arise in the workplace.  Child Protection: This i gained through working in W5 nd youth work in the ACF.  **Organisation**: As an individual I am extremely organised and this I have evolved by planning for lessons and activities throughout my volunteering work.  **Written and Spoken English-** This is my first language  **Visitor Experience:** Throughout current and past employment I have become aware of the needs of the customer/visitor and ways to ensure their experience is the best this can be. This has ranged from additional assistance throughout visits for those with needs to make their day more accessible; to something as simple as the perfect induction as the visitor walks through the door making them ready for the day ahead.  **IT Applications:** Microsoft Word, PowerPoint, Excel. Additional: Photoshop, Canvas. |
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| **INTERESTS AND ACHIEVEMENTS**   * The Commander’s Coin Award 2019 * Volunteering as an CFAV (Cadet Force Adult Volunteer) * First Aid at Work and Youth First Aid * ILM (Leadership & Management) Courses Level 1-2 * EDGE Award through Ulster University for my Volunteering Work * Awarded the Ulster University Community Scholarship * Queens University Pathways Programme |
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