

We recommend you start with a **bold statement** that outlines your purpose. You can include some key skills and characteristics, some experiences and what job you are interested in. Try writing this in the 'third person' – see the example below.

4 Job Street
Career City, County Career
CC3 3PU

Sample Traditional CV for Support Roles

PATRICIA SMITH

Telephone: 0113 396659
Mobile: 07769 075599
Email: p.smith@hotmail.com

Make sure you include up to date contact details, including your address and telephone number.

If you include an email, make sure it is a **professional one**

Personal Profile

Highly motivated and confident individual with extensive experience in the hospitality sector. Can work effectively independently, and as part of a wider team. Is extremely hardworking, adaptable and enjoys facing new challenges. Has excellent communication skills, and can interact with people at all levels, treating others as individuals embracing diversity. Is enthusiastic and committed, and is looking for a new role within with opportunity to progress.

Key Skills and Competencies

- Excellent communication skills, both written and verbal
- Experienced in customer relations, dealing with difficult situations and handling complaints effectively
- Ability to work independently, using initiative
- Conscientious, trustworthy and reliable
- Producing a high standard of work at all times
- Proven organisational, IT, literacy and numeracy skills
- Great team member, proven ability to motivate others and drive sales

If you do not have a long work history, that is OK. You can include some previous work experiences, or relevant voluntary work. If you do not have much experience at all – try the Functional CV instead.

Career History

May 2013 - present

Patisserie Valerie

Duty Manager and Front of House

A fully trained Barista, undertaking a range of duties and responsibilities including

- Selling beverages and food to customers, whilst being mindful of allergies and dietary requirements
- Displaying an eye-catching array of cakes and goods to increase counter sales
- Maintaining high levels of hygiene and cleanliness
- Handling customer complaints in a professional manner
- Training new employees, ensuring the high standards and reputation of the company are maintained at all times
- Putting the customer first, communication with the store manager any initiatives concerns or issues

Go through your career history in **reverse** chronological order, starting with the most recent first. Quickly explain your key responsibilities and **duties**, and highlight your main **achievements**.

June 2012 – June 2013

Private English Tutor

Tutoring Swedish and Hungarian students to be able to communicate and write to a high standard of English, including

- Preparing for written exams
- Proof reading work and providing feedback on improvements
- Teaching the use of Microsoft Office, to help them achieve a higher standard of work

Do not leave any gaps in your CV – all of your employment and education should run on from one another. If you have any gaps employers become suspicious.

Use the person specification and the job description to find out the exact skills and qualities they are looking for. Use these to tailor your CV to the job you are applying for.

The CV is clear and easy to read. Make sure you neatly align all of your text, keep using the same font and size throughout. If you are not sure how – try our template.

Sample Traditional CV for Support Roles

August 2011 – June 2012

California Coffee

Waitress

Working in a busy city centre coffee shop, responsible for

- Taking orders and serving food and drink to customers
- Making speciality coffees and teas to order
- Taking cash and card payments, and ensuring that takings are balanced
- Handling customer complaints with tact and diplomacy
- Interviewing for new members of the team and training to a high standard

June 2006 – January 2009

Regis Hair Salon

Apprentice

August 2010 – February 2011

Qualified Stylist

Initially working as an apprentice, before qualifying and working in the salon Qualified Stylist. Throughout this time, duties included

- Ensuring first class customer service at all times, treating customers dignity and respect
- Opening, running and closing the salon, securing the premises
- Booking appointments for all of the stylists
- Holding customer consultations
- Managing payments, handling cash and ensuring accounts are balances
- Signing for deliveries, stock handling and stock adjustments

Education and Qualifications

September 2006 – September 2009
June 2006

NVQ Level 1-3 (Hairdressing)
9 GCSEs (A-C)

References

Mrs Diane Winterbourne

Manager
Patisserie Valerie
Anytown
SS14 5DU

0114 2686984

Ms J Evans

Manager
California Coffee
The Mall
Anytown
SS1 4BQ

0114 345 9865

Go through your education, starting with the most recent first. If you have a degree, you should put on your degree classification, as most companies want to see this.

Do you have any professional qualifications? Are you a member of a professional organisation? Can you speak another language – how well?

If you are going to put your references at the bottom, make sure that you get their permission first. Include their name, profession, telephone number and email address as a minimum.

If you do not want to add references, put in a sentence saying '**References available on request**'