

EMILY JANE ROSE LAPSLEY

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 34 Netherhampton Road,
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With experience working within marketing, retail and hospitality, in various settings as detailed in my CV. I am organised, very helpful, energetic, a quicker learner, highly motivated and patient. I am able to work under pressure and use my initiative. I enjoy making other people happy and utilise time management skills with both good written and spoken communication. I am very hardworking with an ability to meet deadlines and produce work to a high standard. I am always prepared to go the extra mile.

SKILLS

- Canva
- Google workspace
- Communication
- Computer skills
- Customer service
- Time management skills
- Marketing , branding and content creation
- Ability to teach and mentor
- Project planning and research
- Health and safety
- Mental health awareness
- Makeup artistry

EXPERIENCE

THE BODY SHOP SALISBURY - CUSTOMER CONSULTANT

AUGUST 2015 - SEPTEMBER 2016 CUSTOMER CONSULTANT

I was able to be creative within makeup on new customers on a daily basis helping to build my self confidence within retail and customer service. Dealing with new and regular customers, working on a till, stock check, pricing products as well as selling and organising stock. I really enjoyed working within retail and selling products for an ethical company that I am very passionate about. The ethos of the company was inspirational.

PANDORA SALISBURY - CUSTOMER CONSULTANT

SEPTEMBER 2016 - DECEMBER 2017

I was working full time in very busy environment, the brand was of an excellent reputation and such demands the staff were professional, approachable and friendly at all times. The store was very busy and at times demanding with targets to reach and new product lines to learn. Training was an essential part of the induction and ongoing process which encouraged confidence. I was able to provide a very personalised and attentive service.

GREENGAGES CAFE AND RESTAURANT - WAITRESS AND BARISTA

JANUARY 2018 - SEPTEMBER 2018

Working as a waitress in the centre of Salisbury, my job was demanding with a busy flow of customers, being on the move and interacting with regular and new customers as soon as they walked through the door. I worked behind the till as well as dealing with requests for different diets and I needed to be aware of the menu contents and ingredients. I was able to begin training as a barista as well as running drinks and food to customers.

EDUCATION

ST EDMUNDS GIRLS SCHOOL

Maths (C)
English (B)
Art & design (B)
Science (D)
R.S (B)
History (D)

2008-2013

ANDOVER COLLEGE

LEVEL 2 & 3 DIPLOMA IN HAIR AND MEDIA MAKEUP
ART AND DESIGN LEVEL 3 DIPLOMA

2013 - 2015

INTERESTS

- Arts and crafts
- Roller skating
- Baking and home cooking
- Socialising with friends
- Long adventurous walks
- Listening to music and audio books
- Making/ creating jewellery

WELL NATURAL SALISBURY - CUSTOMER CONSULTANT

SEPTEMBER 2018 - DECEMBER 2018

This store catered to specific diets, herbal remedies, health supplements and many other health related products. I organised and regulated stock when delivery arrived and made sure the store was clean and tidy. I worked on the till and dealt with cash and card. I was able to use my barista skills when working in the cafe upstairs as well as serving food to customers.

THE BRIDGE INN PUB - BAR STAFF AND WAITRESS

APRIL 2021 - DECEMBER 2021

Whilst working as a waitress/ bar staff at a busy countryside pub, many tasks would need to be completed whilst on shift. Starting with a daily deep clean of the pub, I would focus on getting the bar in order, cleaning, restocking changing beer and lager lines. I would acknowledge, welcome and greet guests, take orders of food and drink as well as running, serving and making drinks. I would deal with the final bill of customers as well as use the till. I would maintain stock levels and ensure availability of menu items. I gave clear directions to other staff members and worked well under pressure as well as using my initiative.

BUSINESS WOMEN IN (BWI) - KICKSTART SCHEME- MARKETING ASSISTANT (6 MONTH PLACEMENT)

JANUARY 2022 - JULY 2022

During my time at Business Women in, I completed courses, classes, workshops and continuously learned the fundamentals of marketing. Alongside working on Live projects, I focused on creating brand awareness using Facebook, working as admin, creating content and growing the number of women within the BWI community as well as mentoring others. I gained certificates in Content Marketing and Mental Health First Aid.

Reference available upon request