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# Paul Jones

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Chester-le-Street  
Post Code

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## MANAGEMENT PROFILE

♦ Special Constable - Accounting - Retail Sales - Catering ♦

Highly successful, possessing excellent people skills and a track record of increasing productivity in a various fast moving business environments. A number of significant achievements - increasing, standards, profits, audits, customer satisfaction and efficiencies. Illustrating a valuable contribution within a sales, problem solving or customer focused environment.

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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### CATERING MANAGEMENT (OWNER)

1999 - Present

Write Company A Here

Full operational control of a successful mobile catering unit. Ensuring a high standard of food preparation and presentation. - position is very much hands on operation, with many diverse responsibilities: including multi-site catering team supervision, the highest standard of service, working within budgetary controls, salary, stock control and staff training matters.

- Overseeing up to 20 staff in a very busy retail outlet, selling mainly sandwiches, cooked chickens, meats, and arranging buffets. Planning around local events with regards to wages controls and manpower.
- Reduced wastage by designing new efficient food storage systems for perishable food.
- Arranged customer care / complaint handling briefings for staff - reducing genuine complaints.
- Implemented hygiene regulations and environmental health regulations.
- Increased turnover year on year, consistently beating budgeted requirements.
- Trained staff to provide high levels of customer service and health and safety matters.
- Prepared buffets for weddings and other private functions up to 300 covers.

### LANDSCAPER TO SUPERVISOR

1997 - 99

Write Company B Here

- Cared and maintained lawns and parks etc.
- Wrote reports for the forestry commission.
- Organized gardens and designed patio areas: with all types of paving and block paving, cutting and cementing. Erected fences and gates. Electrical work for garden lights and water features.
- Supervised over 100 jobs / contracts throughout the North East.

### HEAD PORTER (FROM GROUND KEEPER)

1994 - 97

Write Company C Here

- Responsible for the Castle and Ground's security, reception, conferences and overseeing General Porter's duties.
  - First Aider.
  - Helped increase income from residential and day conferences.
  - Looked after residents. Answered questions and dealt with complaints and difficulties.
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## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### SPECIAL CONSTABLE

1994 - 97

Write Company D Here

- **Involved in all aspects of modern policing**, including crime prevention, raids and warrants, special events, football matches, missing person enquiries, road traffic accidents etc. as well as dealing with crime such as anti-social behaviour, burglaries, fights and damage.
- The Special Constabulary is the United Kingdom's part-time police force. It is made up of members of the public who volunteer to spend some of their time helping to police their local community.
- Worked alongside regular colleagues and have the same powers in law.

### DEPARTMENT HEAD (RETAIL MANAGEMENT) (FROM YTS TRAINEE)

1999 - 94

Write Company E Here

Full operational responsibility and control: Generating customer loyalty, P&L accountability, budgetary control, sales and marketing, recruitment and staff development.

- Achieved record sales turnover after devising new innovative sales programmes.
- Best company audit - only a £93 loss in £360K of sales.
- Continued increased sales growth after reorganising department on appointment.
- Increased turnover by 50% and sales of brand account card/cover by over 55%
- Introduced quality furniture whilst continually decreasing mark-down values.
- Ensured all space in store is effectively utilised.
- Delivered and induction training to new staff and managers. Trained unmotivated staff to a high calibre, many of whom are now supervisor themselves by organising training and monitoring performance through regular reviews.
- Designed customer care and product knowledge training package that reduced staff turnover and increased morale.
- Increased Mystery Shopper results "customer care evaluation" from 76% to 92%
- **As Sales Assistant (1991-94) / YTS Trainee (1990-91):** consistently outperformed other Sales Advisors.

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## QUALIFICATIONS

AAT	Association of Accounting Technicians (Certs. 1, 2, & 3)	1994 - 97
Health and Hygiene	Certificate	2002
First Aid	Certificate	1996

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## PERSONAL

<i>Interests and Pastimes:</i>	Most sports: Football, Cycling, Music.
<i>Mobility:</i>	Full clean driving licence.
<i>Status:</i>	Married, 2 children.
<i>Born:</i>	1976.

*References available on request.*

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