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Danielle lee Mills

Personal STATEMENT

Since leaving full time education every position I have held has centred on customer relations and service, project managing and working towards targets.

I commenced my working career as a teenager, my first employment was as a waitress in bars and clubs to fund my University degree where I was studying to become a teacher. I later realised that the career path of teaching was not for me but the hard work and commitment I had shown in my part time employment eventually led to me moving through the organisation until at the age only of 22 I was running my own premises as the Designated Premises Supervisor and General Manager of a very successful bar and night club in Newcastle City Centre. At that time I was the youngest female DPS in the North East.

Over the following years I moved through several companies in managerial roles and was responsible for the managing of a number of projects. I was also responsible for the running of Close House Restaurant and was heavily involved as the on duty General Manager or the hotel there. This role included getting all of the different departments in the venue to work together on a myriad of different projects including a overhaul of the premises and a plethora of corporate and private events. I was also involved in the training of both new restaurant and reception staff. In this role I developed further my ability for working towards sales targets and strengthened my customer service.

As a person I am passionate about delivering high quality customer service to all I come into contact with. I am extremely hard working and well presented and I am used to working long and often unsociable hours in order to achieve a aim. I have exceptional drive to succeed, excellent organisational skills, time management and a great ability to communicate effectively in both orally and written format.

In my previous roles I have been responsible for large teams and had to constantly be aware of the vast range of responsibilities and issues that role entails. I am well versed in document creation and databases. During my time as Event Planner I was able to create a new database to record all the market research we had collected on pricing structures at other venues.

Whenever faced with problems I have a great ability to identify the strengths and weaknesses of potential solutions and make effective and expedient modifications to plans in order to achieve the best possible results and achieve the project goal as quickly and as thoroughly as possible.

I am articulate and a excellent motivator even when a project is going to require staff to take on extra work and responsibilities. I have always managed to maintain senior managements’ confidence in my ability to see any project to its end objectives.

After having my son I was unable to continue with my position at British Airways as unfortunately my role would not allow for part time hours, However since then I have been fortunate enough to hold a sales consultant position part time in a small business. This has allowed me to maintain my standards of accuracy and customer service as well as putting my previous knowledge of sales and events to good use. Now that my son is older I am hoping to make the move to a position where I can use all of my previous skills and business knowledge in a new and exciting environment where I will be able to develop further.

SUMMARY OF QUALIFICATIONS

Personal License - Licensing authority (2009)

Basic First aid in the work place - St Johns Ambulance service (2005)

A levels x 3 - Haydon bridge High School

As levels x 3 - Haydon bridge High School

GCSE x 11 - Haydon bridge High School

EMPLOYMENT HISTORY (Not in chronological order)

**Brides Dream - Bridal consultant**

**February 2017 - Current**

This role entails mainly sales and customer service. My current role enables me to use all of my previous experience with sales and also problem solving and dealing with complaints in a whole new environment.

Day to day duties including stock taking and placing orders, precision and accuracy is key during these tasks to ensure there are no issues with fit, timings and supplies. One of the aspects I enjoy in this role is the face to face customer service I provide to each bride ensuring that their dress and any other extras is as they envisioned. It has also let me gain further insight into dealing with problems in a face to face environment rather then over the phone. I find the challenge of problem solving within tight time-scales and cost restraints one of the most interesting and rewarding aspects of the job.

Other apects of my role are cashing up and banking as well as being a key holder and opening and closing the store. Keeping up with latests trends to enable maximum sales as well as looking and new and exciting was to develop the business and continue to profit in a very competitive industry is also essential.

**British Airways – Duty manager and Team leader**
**June 2013 – March 2017**

Working in both sales and customer relations and as a Team Leader I have gained an all round view on the company and have developed skills in various computer systems.  Building relationships with customers and colleagues and using my excellent communication skills have been a key part in both of my roles. My current role allows me to motivate a team of people with different abilities and coach them so they are able to meet their targets. I find that I am highly self motivated to work towards targets and continuously strive to offer the best possible customer service and support to my team, whilst maintaining all of our brand values. I am incredibly well organised and this has proved to be an asset my current role.

During my time at British Airways as a Duty Manager and Team leader a large part of my job was completing a wide range of administrative roles both accurately and in a timely fashion, this included recording and updating all complaints received and making sure they were queued to the correct department. I was also responsible for updating sickness records, organising training and briefings for the entire department when needed. I was also responsible for completing “above limits” financial transactions up to £20,000 for my team and other teams when acting duty manager. All of this allowed me and my team to maximise the support we delivered to both frontline and administrative roles. The ability to be flexible and adapt to changing situations and roles is something I feel I excel at, ensuring accurate records were kept on the computer systems and checking my team complied with company procedures and departmental policies was essential.

Having been involved in several projects related to my KPIs I have gained further insight into our business and into areas that may need improving. I have been part of a large piece of work involving HCS Investigations and delivering a new way of working around this as well as being involved with a large project around rostering. This has strengthened my skills in project management and enabled me to use some of my previous experiences using Lean processes and apply them in a new environment.

In this role I have further developed my skills for working to tight timescales and schedule’s as well with strengthening my skills in customer service. As a duty manager you are often the last point of contact for unhappiness so I have learnt how to balance keeping the customer happy and business sense.

My current position is fast past and challenging and I feel it has allowed me to develop further my communication skills. During the continuing changes and development of the business I have been able to maintain a structured approach to my work. I have been able use all my skills in problem solving and influencing to achieve the highest standards from myself and my team, keeping in line with the brand values and working towards the World Class Service Recovery programme.

***Close House Hotel***

***Heddon on the Wall***

***January2013 – June 2013***

***Restaurant manager***

This role was an extension of my previous management roles. I worked in a fast pace environment motivating a large team of staff whilst running the restaurant day to day. I was responsible for menu changes and staff roster as well as being the on call duty manager of the luxury hotel and dealing with the myriad of different areas this encompasses including hotel security and cashing up. I was responsible of managing various events and projects as designated by the Board of Directors and the Owner.

This often involved getting all the departments of the facility including the catering and event handling staff at two prestigious venues to work together on complex projects to ensure the reputation of the premises remained excellent.

 In this role I was able to use all my customer service skills as well as staff management knowledge that I have gained over the years to ensure the smooth running of the restaurant so that all guests and clients were more than happy.

***As you like it Bar and restaurant***

***Newcastle***

***(September 2012 –January 2013)***

***Wedding planner and event coordinator***

This role was one which is both diverse and challenging, my main areas of responsibility included - creating event specifications, market research, client meetings, cooperate sales, event coordination and staff management.

I created tailor made packages to individuals needs to make sure that their event was everything that they expect and more. Building a relationship with customers and a team is something that I find easy and I think helps when suggesting extras and other ideas to the customer. I noticed early on that the venues attitude towards event planning needed a rethink and I was responsible for the restructure of the way the venue approached this field. The results were a dramatic increase in revenue for the venue and the professionalism of the product delivered.

 I had to make sure all financial income and outlay was completely accurate as small mistakes can cause huge problems at a later point as it would not meet the audit standards of the business..

Every day had new challenges, especially when you are responsible for an event such as a large wedding which potentially the biggest day in a person’s life an. I have faced some extremely challenging scenarios that have certainly steeled my ‘adapt and over come’ attitude towards managing events and projects and since taking the role and I feel it has filled in any gaps that I previously had in my skill set prior to undertaking that employment.

***Thomas cook / Service air***

***Newcastle Airport***

***(14-03-2011 - 8-09-2012)***

***Cabin crew***

Following my position as manager at Bijoux I took a position as cabin crew for Thomas Cook Airlines. This enabled me to take the skills and techniques I have learnt through the previous years and apply them in a totally new and challenging environment, the motivation for this career change was driven by a desire to see a little more of the world while I was free from extensive family commitments and it was a interesting and enjoyable time in my life. I completed four weeks training including fire safety and first aid which I can apply in any new work environments.

 Working as cabin crew enabled me to further my customer service experience under new and stressful situations with different restrictions and problems. These included elements such as calming passengers down and resolving problems quickly and efficiently so they did not spiral out of control.

Also during this time I worked closely to sales targets that we were expected to meet each flight. I worked hard to achieve and surpass the spend per head by using interaction with the passengers, linking products to one another and creating displays and effective announcements to drive forward sales. I enjoyed this element of the job and liked the challenge of working to targets and adding to my own commission bonus. Although the job entailed long hours, early mornings and jet lag I loved every minute the position but saw it as a opportunity to develop myself as a person and made the decision after completing two seasons to continue my original career path in the hospitality industry.

My employment at Servisair covered a plethora of responsibilities.

The main responsibilities of the role were checking in passengers for their flight, completing accompanying flight paperwork accurately, selling on board flight products and priority boarding to passengers, dealing with complaints and solving any problems that passengers may face as well as general airport security.

There was obviously a large element of sales work within the job which I found very enjoyable, up selling extra services and facilities was a large part of the role and was always a challenge, I found striking a rapport with the customer as soon as practicable during the initial interaction made a huge difference to my figures and was a nice personal touch which enhanced the customers experience even if they chose not to purchase any other services or goods.

***Bijoux Bar and Club***

***Newcastle***

***(13-07-2008 - 11-03-11)***

***General Manager***

This role in brief involved being the manager of two venues simultaneously which therefore meant I quickly used to dealing with stressful situations under pressure and working very long hours. The shifts I worked were often very unsociable as I often worked split shifts for long periods, I learned however that this can never be an excuse for poor performance and at no time did I ever let this allow me to perform at anything less than 100 percent.

 On a typical Saturday night I would be in charge of two venues over four floors encompassing over 30 members of staff so I had to be able to think on my feet as well as work well as part of a team.

In my role as manager of the premises I gained many skills and techniques in dealing with different types of customers ranging from the perfect customer enquiring about holding events at the premises to the drunk and disorderly and everything in between.

During this time I worked closely to sales performance targets and my bonus was in direct relation to the targets that I achieved. I had to make sure the business had a steady stream of income and had to present and put in place new ideas and projects for driving and increasing sales revenue. I was also in charge of all staff training a responsibility that enabled me to gain excellent organisational skills as well as learning to structure my project. During my time as manger I was also part of a large scale project to completely refurbish the premises, where I developed excellent time keeping and financial negotiating skills.

I was also in charge of all banking and back of house systems including payroll, this enabled me to gain a good grounding in cashing up and the accounts system as well as targeting areas of improvement to create more sales.

 One of my highlights while performing this role was the event planning aspect where I was allowed to use my creativity for different clients with different briefings from small Christmas parties to new business launches. I liked being able to create a high standard of event that brought a smile to the clients face. I thrived on following a brief and helping clients decided on what they wanted for their event as well as bringing new ideas that they had not previously considered.

As the premises General Manager everything came down to you at the end of the night so cashing up, locking up and making sure staff members get into their taxis home were all my responsibility. There are so many aspects of the job that I have to do that I have learnt to be extremely well organised and expect the unexpected.

Other aspects of my job include the following

Cashing up

Balancing the safe

Processing receipts and invoices

Sorting and printing the end of week figures

Staff rotas

Hiring new staff

Disciplinary processes

Health and safety training

Ordering stock

Promotion

Obtaining change and doing any needed banking

Attending weekly management meetings and any important net working functions

Processing wages and paying the staff

General office work

education

Haydon Bridge High School, Northumberland (2004 -2005)

A levels

Art and Fashion Design - A

 English literature - C

Drama and Theatre studies - C

Haydon Bridge High School, Northumberland (2003 - 2004)

AS levels

Art and Fashion Design - A

English literature - C

Drama and Theatre studies - C

Haydon Bridge High School, Northumberland (2003)

GCSE’s

Fashion Textiles - A

English - A

Drama - B

Art and Design - B

Math - C

English Literature - C

Science Double award -CC

Geography - C

Science (physics) - C

French - D

REFERENCES – Please contact me for up to date reference contacts