

Lauren Hutchinson

Sociology and Criminology Student

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Profile

A versatile and devoted university student with excellent diagnostic skills and a demonstrated commitment of delivering exceptional customer service. A driven café supervisor and barista with more than two years of hospitality experience, accustomed to upholding company standards and showing compassion and hospitality to each and every customer. A flexible team player that is zealous about providing leadership and satisfied consumers.

Employment

Supervisor

Esquires Coffee, Loughborough

Aug 2021 - Present

Outline

I have been a supervisor at a coffee shop in Loughborough town for over three years. My accountabilities include managing people, supervising operations, and fostering a welcoming environment with excellent customer service.

Key Achievements

- Effectively leading a team of up to ten baristas and fostering a positive work environment.
- Extending outstanding customer service and enthusiastically welcoming customers.
- Overseeing the daily operations of a busy coffee shop, including money reconciliation and inventory control.
- Serving as a product knowledge resource for both customers and fellow employees.
- Training new staff technical skills such as drink making, safe food preparation and machine maintenance.
- Operated and maintained all equipment and utensils in accordance with guidelines and safety procedures.

Teaching Assistant (Placement)

Mountfields Lodge School, Loughborough

Oct 2019 - Oct 2019

Outline

During my Secondary School Education, I took part in a week-long work placement in a Primary School in my hometown.

Key Achievements

- Operated in tandem with classroom teachers to maximise individual learning and strike a balance between group and individual instruction approaches to suit varying academic levels in order to increase student confidence and achievement.
- Developed positive relationships with students as well as parents and guardians to aid students' academic success.
- Performed alongside classroom educators to develop and implement innovative lesson plans to engage students in a variety of learning activities.
- Promoted physical, mental and social development.
- Developed my personal skills such as time management, communication, creativity, adaptability and teamwork.

Education

Sociology and Criminology BA (Hons)

Coventry University

Sep 2022 - Present

I am currently working towards earning my bachelor's degree in Sociology and Criminology.

A- Levels

Charnwood College, Loughborough

Sep 2020 - Jun 2022

English Language and Literature- A

Sociology- B

History- D

GCSE's

Charnwood College, Loughborough

May 2017 - Jul 2020

I achieved eight GCSEs at Grade 4 and above including Maths and English.

Skills

Customer Service

Adaptability

Teamwork and Leadership

Problem Solving

Time Management

Superior Communication Skills

Espresso Machine Operation

Safe Food Handling Practices

Empathy

Self-motivation

Strong Decision-making

References

References available upon request.