

# Grace Zawadi

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Final year BA (Hons) Marketing with Advertising & Digital Communications Student with role results-driven experience in healthcare, hospitality, and corporate environments. Proven proficiency in digital marketing, creative problem-solving, and collaborative teamwork. Eager to contribute my unique skill set and further develop and Adept at leveraging industry knowledge and hands-on experience to drive impactful initiatives. Excited about the opportunity to bring creativity and strategic thinking to a forward-thinking team.

Willing to relocate: Anywhere

## Work Experience

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### **Junior Baker/ Front Of Office**

ANGEL'S BAKERY-Canning Town South

March 2024 to August 2024

Angels Bakery: Family-Owned Bakery with 4 Locations

Responsibilities:

- Baking:
- Independently bake over 100 loaves of bread daily, ensuring consistent quality and adhering to bakery recipes and standards.
- Prepare a variety of other baked goods, including pies, other foods, while maintaining a clean and organized workspace.
- Manage baking schedules efficiently to meet daily production targets and maintain a fresh supply of products throughout the day.
- Handle and operate baking equipment safely and correctly, including ovens, mixers, and dough sheeters.

Front of Office:

- Open and prepare the shop independently, including setting up displays, ensuring cleanliness, and preparing the cash register.
- Greet customers warmly, providing exceptional customer service and product knowledge to enhance the shopping experience.
- Assist customers with their purchases, handle transactions accurately, and manage the till throughout the day.
- Monitor stock levels, replenish displays, and coordinate with the baking team to ensure availability of popular items.
- Maintain a welcoming and tidy front of house, including the seating area and customer facilities.

Skills:

- Strong multitasking abilities, managing both baking and front-of-house responsibilities simultaneously.
- Excellent time management and organizational skills, ensuring smooth operations even during busy periods.
- High attention to detail in both product quality and customer service.
- Ability to work independently, including opening the shop and handling production without supervision.
- Strong communication skills, both with customers and team members.

Experience:

- Extensive hands-on experience in a fast-paced bakery environment, with a proven ability to bake large quantities of bread and other baked goods independently.
- Experience in customer service, including managing front-of-house operations and ensuring customer satisfaction.

This role at Angels Bakery highlights my ability to manage multiple tasks, ensuring both the quality of our products and the satisfaction of our customers.

## **F&B Team Member**

Campanile Hotel-Dartford

July 2023 to March 2024

Results-driven hospitality professional with extensive experience in the industry, notably contributing to the success of Lurve Hotels at the Campanile site in Dartford. Adept at ensuring impeccable service standards, overseeing daily operations, and collaborating with cross-functional teams to achieve operational excellence. My responsibilities included:

- Set tables, prepared meeting spaces, and greeted guests.
- Delivered food and managed bar service.
- Took orders, opened wine, and served drinks.
- Cleaned tables, chairs, and event spaces.
- Liaised with kitchen staff for order preparation.
- Ensured accurate food delivery and checked customer satisfaction.
- Processed payments, operated restaurant equipment, and maintained coffee station.
- Promoted current promotions and engaged with customers.

## **Office Administrator/Receptionist**

CBRE & Centrica-Kent

December 2022 to July 2023

Contracted by CBRE Group, Inc., to support Centrica plc, a leading British multinational energy company. As a front-office administrator, I played a vital role in its operations, focusing on electricity and gas supply in the UK and Ireland. Centrica, a major gas supplier in the UK, operates under various trading names, including Scottish Gas, British Gas, Hive, Dyno & Ph Jones. My responsibilities included:

- Welcoming all visitors and registering them at reception
- Coordinating office activities and operations to secure efficiency and compliance with company policies
- Manage agendas/travel arrangements/appointments etc. for the upper management
- Manage phone calls and correspondence (e-mail, letters, packages etc.)
- Assist colleagues whenever necessary
- Scheduling and confirming appointments, meetings, and important events

## **Receptionist**

Sunborn London-London

July 2022 to November 2022

Dynamic and customer-focused professional with experience as a Receptionist at Sunborn Hotel in London Excel. Contributing to the excellence of a 4-star hotel, I excelled in providing exceptional front-desk services, ensuring smooth check-ins and check-outs for guests. Adept at handling inquiries, and reservations, and maintaining a positive and welcoming atmosphere. Possessing strong organizational and interpersonal skills to meet the diverse needs of guests in this prestigious waterfront establishment. My responsibilities included:

- Managed financial paperwork, ensuring accuracy and organization.
- Prepared detailed invoices for guests, maintaining precision in financial transactions.
- Conducted account balancing to uphold financial accuracy.
- Proficient in Microsoft Office Suite for streamlined documentation.

- Hands-on experience with office equipment, including printers and PDQ machines.
- Maintained a professional attitude and appearance in all interactions.
- Exhibited excellent written and verbal communication skills.
- Applied sales strategies for effective upselling.
- Proactively addressed issues, showcasing resourcefulness.
- Demonstrated strong organizational, multitasking, and time-management skills.
- Cultivated a customer-service-oriented attitude for a positive atmosphere.

## **Room Attendant**

Hotelcare at Novotel Blackfriars-Southwark

August 2021 to July 2022

Diligent and detail-oriented professional with experience as a Room Attendant at Novotel Hotel, a 4-star establishment, in London Blackfriars. Proven ability to maintain high standards of cleanliness and service in guest rooms. Committed to ensuring a comfortable and welcoming environment for hotel guests through meticulous room upkeep and attention to detail. Possessing a strong work ethic and the ability to work efficiently within a fast-paced hospitality setting. My responsibilities included:

- Report any technical issues and maintenance needs
- Restock beverages and food items in the mini-bar
- Change linen, make beds, vacuum carpets and clean public area
- Address guests' queries (e.g. on additional services)
- Help guests retrieve lost items
- Ensure all assigned rooms are clean and tidy by the end of the shift
- Experience with industrial cleaning equipment and products
- Good physical health and stamina
- Flexibility to work in shifts
- Ability to work with little or no supervision while meeting high-performance standards

## **Care Assistant**

HC One-Dartford

January 2021 to August 2021

Dedicated Care Assistant at HC One in Dartford, with a focus on providing compassionate support to residents in a care home setting. Skilled in personal care, medication administration, and assisting with daily activities. Strong interpersonal and communication skills, committed to maintaining high standards of care. My responsibilities included:

- Demonstrated strong initiative and ability to work independently.
- Maintained precise records, including MAR charts and visit logs.
- Updated care plans to reflect evolving resident needs.
- Thrived in an intense environment, staying focused and efficient under pressure.
- Provided dedicated assistance with eating and drinking.
- Assisted with personal hygiene, and toileting, and managed incontinence needs.

## **Care Worker**

Athlone Care-Dartford

July 2020 to September 2020

Dedicated and compassionate Domiciliary Care Assistant at Athlone Care. Committed to delivering high-quality care to individuals in their homes, providing support with daily activities and ensuring a nurturing and respectful environment. Proficient in personalized care plans, emphasizing a client-centered approach to enhance overall well-being. My responsibilities included:

- Gained experience in caring for the needs of others and the sick and infirm.

- Working in teams when working with service users, has helped me gain valuable skills like leadership and teamwork.
- Reading and writing reports on service users.
- Helped promote the mental and physical activity of service users and experience in domiciliary tasks like cleaning and cooking.
- Assisting with shopping: This is completed on the client's request and a finance form must be completed with a receipt

## **Volunteering at Eleanor**

Eleanor Charity Shop-Darenth

August 2019 to September 2019

Contributed to Eleanor Charity at Darenth Valley Hospital during the summer following Year 11. Engaged in impactful volunteer work, supporting the community through dedicated service.

### Skills

- IT skills in Word, Excel and PowerPoint
- Caring for sick and vulnerable adults
- Domiciliary Task
- Reading and writing reports.

### Voluntary Work

- Youth Co-ordinator: Co-coordinating youth projects- UK - PCEA
- Child Care- UK PCEA:
- Media Team - UK PCEA: Streaming, photography & interviews.

### Other Detail

#### Interests:

- Music Enthusiast: Passionate about exploring diverse music genres and attending live performances.
- Outdoor Activities: Enjoy an active lifestyle through hiking, cycling, and team sports.
- Church Media Team: Contributing to the church media team, capturing and streaming services and church events.

References are available on request

## **Voluntary Worker**

Purrfect Pooches

April 2019 to July 2019

Undertaking a two week work experience placement which involved grooming and handling animals.

## **Assistant Dog Groomer**

Mead Vets

April 2019 to April 2019

- Undertaking a week work experience placement.
- Gaining valuable experience within a variety of areas like initiative, observation and quick learning

## Education

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### **Bachelor's in Marketing**

London South Bank University - Elephant & Castle

September 2021 to Present

## **Diploma of Higher Education in Animal Care**

Capel manor - Mottingham

September 2018 to July 2020

### Skills

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- Personal Care
- Child Care
- Childcare Provider
- Care Giver
- Home Health
- PCA
- Caregiving
- CNA
- Cleaning
- Housekeeping
- Hospitality
- Time Management
- Customer Service
- Cleaning Experience
- Filing
- Microsoft Excel
- Communication Skills
- Microsoft Word
- Microsoft Office
- Front Desk
- Microsoft
- Data Entry
- Billing
- Opera (1 year)