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grace\_shelmerdine@yahoo.co.uk

# GRACE SHELMERDINE

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## SKILLS

A multilingual, organised and adaptable individual with many years experience in customer service and relations, and experience in management, who thrives in international and diverse environments, dedicated to nurturing customer and team relations and fostering the growth of internal and external company relations.

## EXPERIENCE

### **L'Éléphant, Courchevel France** – *Serveuse*

DECEMBER 2024 –

- Working a front of house position both bartending and managing my own section in a big and busy french venue with regular live music and events allowed me to further enhance my organisational skills as well as my ability to adapt in high pressure environments.
- Working with a full french speaking, foreign team and working in my second language allowed me to appreciate and become sensitive to the differences in cultures and the importance of communication in every capacity.

### **Copiña, European Pubs, Courchevel France** – *Server & Restaurant Manager*

NOVEMBER 2021 – APRIL 2024 (Winter seasons from nov-apr, one summer season)

- Managing a highly ranked restaurant in a prestigious French ski resort
- Managing internal and external communications, employee welfare, reservation systems and ordering products, and operational marketing.
- Communicating in multiple languages in a fast paced environment, problem solving, and conflict management.
- Training and helping to integrate an international team, and assisting with HR, and building client relations.

### **The Meltin' Pot, Mimizan France** – *Polyvalente*

JULY – SEPT 2022 & JULY – SEPT 2024

- Carrying out various customer service based, cleaning and food preparation roles in a fast paced, time pressured eat-in and takeaway fast food venue
- Working in a busy summer tourist resort in France with French being the spoken language, meant long hours with very little time off, requiring endurance and adaptability.
- Working in a tourism and customer service orientated business with an international team required dynamic and quick thinking to problem solve

and overcome many cultural challenges both in the work environment and socially.

### **Chiquito, Bolton** – *Server*

JULY 2021 – NOVEMBER 2021

- Working as a front of house server meant managing my own sections, welcoming clients on the door and nurturing customer experience.
- Daily targets of spend per head, upselling and performance analysis.
- Fire awareness, safety at work, health and safety, food hygiene and extensive allergens training.

## EDUCATION

### **The University of Sheffield** – *French and Hispanic Studies 2:1*

2017 – 2021

Modules included the study of French and Spanish languages (speaking, writing, reading and listening, translation, historical and postcolonial studies, literature, film, gender and sexuality studies, and a year abroad.

### **Universidad de Malaga** – *Idiomas*

2019

### **Runshaw College** – *French, English Literature and Photography A Levels*

2014 – 2016

## AWARDS & INTERESTS

Teaching English as a Foreign Language (TEFL) 120 Hour Course 2024

Native English speaker, French C1, Spanish B2

I am an easy going and curious person who loves to travel and learn about new cultures, who believes real personal development and growth comes from putting yourself out of your comfort zone by pushing yourself to travel, and live and work in new countries, in order to learn about yourself, the world, and other people. My time working abroad in customer service roles has really shown me how to interact and communicate with people around the world - to navigate around and show awareness for cultural sensitivities and barriers, and shown me the importance of human connections and relations.

## REFERENCES

Jimmy Torre, Director of European Pubs. jimmy@european-pubs.com / +33 (0) 6 89 37 00 60