

Rebecca Dale

Dubai
United Arab Emirates

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Full clean driving license
References available on request

PERSONAL PROFILE

A highly flexible proactive professional raising the profile of Customer Services in any given organisation. A self-starter with excellent drive; communication; administration; and, people skills. An individual who is loyal, non-antagonistic, enjoys a challenge and embraces change.

ACHIEVEMENTS

- I performed various treatments on journalists at the opening of The Garage Spa, receiving positive articles and reviews.
- I received numerous commendations as a Flight Attendant by colleagues and customers for consistently offering excellent customer service and for outstanding action regarding aviation safety and security.

EMPLOYMENT HISTORY

Premium Cabin Flight Attendant

March 2016 – Present

Emirates Airline, Dubai, UAE

- Assisted passengers and instructed on passenger safety.
- Managed and coached junior cabin crew members during flights.
- Performing first aid on passengers in emergency situations.
- Performed safety and security checks throughout the flight by consistently facilitating open communication with crew members and cockpit crew.
- Attended First, Business and Economy class customers as well as high profile guests onboard.
- Improved ability to adapt to different team dynamics while working with individuals from varied backgrounds, goals and age groups.

Work Rider/Groom

Mark Johnston Racing, North Yorkshire, UK

Ann Duffield Racing, North Yorkshire, UK

Julia Brooke Racing, North Yorkshire, UK

May 2015 - January 2016

November 2014 - May 2015

September 2013 - July 2014

- Fed, groomed and exercised racehorses daily.
- Prepared and travelled with racehorses around the UK and abroad by horse box, aeroplane and ferry.
- Communicated with the vet about horses wellbeing.

Beauty Therapist Apprentice

The Garage Spa, County Durham, UK

November 2012 - August 2013

- Greeted customers and maintained an accurate appointments diary.
- Delivered a range of health and beauty treatments while focusing on client care and repeat business.
- Managed a variety of databases to book appointments and store confidential data.

Food & Beverage Assistant

Solberge Hall Hotel, North Yorkshire, UK

June 2011 - October 2012

The Buck Inn, North Yorkshire, UK

September 2007 - October 2013

- Maintained knowledge of menu items, wines, ingredients and preparation methods.
- Provided exceptional, friendly and fast service.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

ACADEMIC EDUCATION

2022 - The TEFL Academy

- Qualifi Level 5 Certificate in Teaching English as a Foreign Language (TEFL)

2014 – Northern Racing College, United Kingdom

- Level 1 Diploma in Work Based Horse Care and Riding
- Level 1 Award in an Introduction to the Horseracing Industry
- Level 2 in Work Based Horse Care and Riding
- Level 3 Award in the Principles of Transporting Horses by Road on Short Journeys
- Entry Level 3 Award in Basic Knowledge of the Horseracing Industry
- First Aid for Equestrians

2009 - 2013 - Darlington College, United Kingdom

- NVQ Level 2 Hairdressing
- Diploma Level 3 Hairdressing
- NVQ Level 2 Beauty Therapy
- Diploma Level 3 Beauty Therapy
- Functional Skills Level 2 Maths
- Functional Skills Level 2 English
- Emergency First Aid In The Workplace