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**Personal Profile:**

I have delivered English GCSE at secondary education level for the past two years and ESOL for Adult Education for the past ten years. Extensive experience of teaching and delivering English in a number of environments including over seas. My professional background is within the Hospitality Industry where I have worked for reputable companies such as Hyde Park Residence, part of Harrods group as a night Front of House Manager. In order to relay my experience into teaching methods I have a Level 4 certificate in Training and Education and a Level 5 Certificate in TESOL.

**Experience:**

**Regional Trainer - Lifetime Training – July 2019- Present**

* I will be delivering Hospitality apprenticeships at various levels to learners aged 16+ with a variety of learning abilities. I adapt my delivery to suit each learner and clients preference to enhance the apprenticeship programme.
* Develop learners skills, knowledge and behaviours throughout their apprenticeship, adhering to the standards of the apprenticeship to ensure consistency and fairness throughout all assessment delivery techniques
* Ensure all learners experience excellent quality teaching in line with company and Ofsted guidelines
* Build and maintain relationships with learners and employers by going above and beyond just the required elements of the framework or Standard
* Complete Hospitality focused CPD activities to maintain my vocational expertise and keep up to date with industry innovations
* Working towards KPI’s in line with the clients and Lifetime’s expectations, currently working with Whitbread group with a view to build long term relationships with managers within my area of work.

**May 2014 – July 2019: Teacher of English in the secondary school (and Teacher of ESOL in the Adult Education department in the evenings), Portslade Aldridge Community Academy, Portslade nr. Brighton.**

I started working at PACA as a Higher Level Teaching Assistant working with small groups to advance their capacity in language and literature. My other roles at this time included Work Skills and teaching Food Technology in the newly created kitchens for the pupils.

Whilst in this role, I was offered a promotion to teach English to Key stage 3 and 4 from sets 1 to 4. This was an exciting opportunity for which I had gained extensive experience for in my previous years working alongside some incredible teachers of English.

**August 2007 – April 2014 TEFL Teacher, Bogota, Colombia**

During this period of my life, I had decided to move to South America (which I had travelled in extensively during study breaks) and work as a Teacher of English as a Foreign Language. I worked for some wonderful people while there and gained an incredible amount of experience teaching business people and private clients such as doctors, business executives, university students among others.

**November 1997 - May 2007: Deputy Manager, Hilton Park Hotel, Cuckfield.**

My role in this business was to ensure the profitability of the business with a focus on the core services. I was in charge of the day to day running of the business principally focused on reception (team management, check-in/check-out, system training, reservations, concierge, parking, porterage) but also responsible for the maintaining of standards in the Housekeeping department (interviewing, training, rotas, development of cleaning schedules and descriptions). My duties regarding training were to take new members of staff through the reservation system and make sure they were competent and confident in using it. I would deliver 6 monthly appraisals for the staff members and deal with any conflicts within the workplace. My duties also involved rotaing the staff members and being in charge of their payroll. Any training that was delivered was carried out by myself through regular CPD as well as registering for Basic Food Hygiene and First Aid certificates**.** Additionally, I ran the restaurant and was responsible for the team’s training and development, service, promotions, drinks service, billing and receiving payment. Furthermore, I ran the conferences and banqueting where we had a very busy wedding market. I took reservations and was responsible for the staffing of the events, coordinating between outside providers, ordering and on the day running.

When I first arrived in this small country hotel, the staffing levels were very low and in order to ensure the continuation of the business I would regularly step in to fill shifts where necessary including cleaning rooms, reception, cleaning downstairs area, restaurant waiting and cooking. This was a regular occurrence for the first two years until we were able to get the hotel to where we needed it to be.

**October 1995 – November 1997: Night Manager, Hyde Park Residence, Park Lane, London.**

My duties in this fast paced, up market environment was principally the security of high profile guests and their entourage. Additionally, my duties were to manage a team of Porters, Concierge and receptionists throughout the shift and I was the most senior person on site for the majority of the night. I arranged the rotas for the night team members and was responsible for their wellbeing whilst at work; I was also responsible for dealing with any pay queries plus appraisals. I was also responsible for training new members of FOH staff on the night shift in systems, reservations, parking and check-in and check-out.Under our remit was to provide excellence in all aspects of our service such as arrival and departure registration, assistance with equipment and daily needs, restaurant and excursion reservations whilst maintaining high levels of safety and security due to the nature of our clientele among which were British Royalty.

Throughout my career in Hospitality I have had a number of part-time jobs that involved housekeeping, cooking and restaurant service.

**June to September 1992: Housekeeping Assistant, Royal Albion Hotel, Brighton.**

During this period I worked in the Housekeeping department helping with receiving and delivering linen on a daily basis. I was also allocated rooms to clean which were checked by the assistant or Head Housekeeper. This included make-ups and changes and were to be completed within an allocated time. Work carried out in this role included taking out rubbish, airing the room, taking out soiled linen and replacing it, restocking teas and coffees, making up the bed/s, dusting and vacuum cleaning.

**September 1989 to 1991:Breakfast and evening waiter/ fine dining, Ockenden Manor Hotel, Cuckfield.**

**My job was to set up, take orders and serve breakfasts and evening meals in the restaurant as a weekend job whilst at catering college.**

**Qualifications/Professional Development:**

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| **Qualification Name** | **College/Awarding Body** | **Year** |
| BTEC National Diploma in Hotel and Catering Management. | Crawley college of Technology, City and Guilds. | **1989** |
| Level 4 Certificate in Education and Training  | Learn Direct/ Innovate | **2018** |
| BSc Degree in Hospitality Management. | Leeds Metropolitan University | **1995** |
| Level 5 Certificate in TESOL | British Council | **2014** |
| FS Level 2 English and Maths | PACA | **2017** |
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| 5 GCSEs (A-C Grades) | Seaford College, Petworth. | **1985** |