**MATTHEW DALYELL**

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**PERSONAL STATEMENT:**

I am a graduate of the University of Edinburgh, achieving a degree with honours in English Literature and History, and a qualified teacher of English as a Foreign Language. My studies indicate skills in research, organisation, and meeting deadlines, which have been strengthened by my level 5 TEFL qualification, and make me well-suited to planning effective and engaging lessons. My other work experience, in various industries, has made me an excellent and adaptable communicator, with strong people skills and a consistently friendly and positive attitude.

**EDUCATIONAL QUALIFICATIONS:**

Level 5 168 Hour TEFL Certificate – The TEFL Academy, UK. (2023-2024)

Master of Arts English Literature and History, University of Edinburgh, 2019-2023 (grade 2:1)

Boroughmuir High School (2013-2019)

Advanced Higher grade: English, History (both A grade), Mathematics (C grade)

Higher grade: Mathematics, English, Physics, Modern Studies, History (all A grade)

National 5: Mathematics, English, Physics, Chemistry, Modern Studies, History, French, Computing Science (all A grade)

**WORK EXPERIENCE:**

Receptionist Queen Elizabeth House OCS 2024-Present

* Verifying the identities of visitors to the UK government, and assisting them as required.
* Assisting UK government employees in administrative matters
* Booking and setting up meeting and conference rooms

Hospitality All Rounder Contini 2023-24

* Mixing and serving alcoholic beverages
* Working to a high standard of customer service in an extremely busy environment
* Ensuring the safety and good hygiene of the workplace

Barista Black Sheep Coffee 2023

* Preparing and serving hot drinks and food
* Maintaining the cleanliness and quality of espresso machines and other equipment
* Closing the business, ensuring the overnight safety and security of the workplace and its equipment

Barista and Waiter SMOOV Gelato and Coffee 2022

* Preparing and serving hot drinks and food
* Ensuring cleanliness and presentability of the workplace
* Handling cash, including counting and processing daily proceeds
* Opening and closing the business, including ensuring security and the integrity of company equipment

Nights Team Member Hub by Premier Inn Haymarket 2021

* Ensuring the security of the hotel and its guests
* Serving and preparing drinks at the hotel bar
* Cleaning and sanitising the hotel’s public areas and kitchens
* Providing guests with any assistance they require, such as with housekeeping and providing room service

Supermarket Assistant Waitrose & Partners Morningside 2019-20

* Assisting and advising customers in a fast-paced retail environment
* Knowledge of a wide variety of fresh meat and fish products, and how they had to be prepared for sale
* Cleaning and hygiene protocols involved in preparing food
* Providing excellent, efficient, and friendly customer service

Administrative Assistant Sighthill Green Health Centre Edinburgh 2018-19

* Filing and inputting information on digital systems.
* Filing and retrieving physical records.
* Assisting and advising patients at front desk reception.

Shop Volunteer Oxfam Morningside Road Edinburgh 2015-17

* Serving customers and dealing with their requests
* Cash handling on the checkout
* Sorting and organising stock