

Lauran Elisabeth Allen

Personal Details

Lauran Allen

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Personal Profile

I am a hard working and confident Events Management student at the UK's newest, number one University in Bournemouth. I am a conscientious student with excellent time keeping and organisational skills, demonstrated by me keeping to all set deadlines and by continuously being punctual. By the end of my studies in 2012, I hope to have gained experience, confidence and knowledge relevant to the Events world.

Education

Current:

Institution- Bournemouth University, England, UK

Qualification- BA Honors Event Management. Year 2 of 4

As part of my degree I have gained knowledge on the following key areas:

- Effective team working;
- How to challenge situations;
- Economics and finance;
- Project management and events planning;
- Sales and marketing;
- International business management.

2006-2008

Institution- The Holt School, Sixth form, Wokingham, Berkshire

Qualification- A level

History: C grade

Geography: C grade

Applied Business Studies: C grade

Studying Applied Business Studies at A level allowed me to develop my knowledge and experience of the business world. I learnt how to work effectively within a group and how to plan and hold a form of event. As part of a team, I helped organise a fashion show which was held at a local hall and raised a considerable amount of profit which was then donated to a local charity.

2001-2006

Institution - The Holt School, Wokingham, Berkshire

Qualification- GCSE

English Literature and language: B grade

Maths: B grade

History: B grade

Business Studies: B grade

German: C grade

Geography: B grade

Employment

Employer: Platinum recruitment, Bournemouth **July 2009- Present**

Job Title: Waitress, bar server

Skills Obtained: Platinum recruitment furthered my skills by employing me to waitress various forms of events, training me in silver service and bar work practice.

Employer: Henley Royal Regatta Association **July 2009**

Job Title: Assistant manager of shop

Skills Obtained: The retail experience obtained from my work within the retail industry led me to be given the role of the assistant manager of a shop during the royal regatta in Henley. I was in charge of managing and training staff whilst serving customers. I was also in charge of opening and closing the shop and taking care of the accounts at the end of the day.

Employer: Four Seasons Hotel, Hampshire **June- August 2009**

Job Title: Room service and restaurant waitress

Skills Obtained: The skills I received from working at the Four Seasons hotel includes:

- Dealing with guests requirements at a high standard,
- Effective team work with my colleagues to provide a high service,

- Strict time keeping to ensure the guests orders were completed on time,
- Good communication skills with both the guest and my colleagues,
- Using my initiative to give the guest a satisfactory experience.

Employer: The Turner Agency Events Management, Wokingham, Berkshire **June- August 2008**

Job Title: Event planner

Skills Obtained: Before my studies at University I felt it beneficial to experience work within a successful local events management company. Working with The Turner Agency benefited me in showing the corporate side of events and the essential organisational skills required to run a successful event. My roles included speaking to customers via the internet and phone and presenting the costs of the event using IT formats such as EXCEL.

Employer: Marks And Spencer, Wokingham, Berkshire **September 2006- August 2008**

Job Title: Customer assistant and customer service representative

Skills Obtained: After working for Marks and Spencers for two years I gained many useful skills which has benefited me in both my studies and my working life. I dealt with customer complaints and enquiries on the customer service desk within the store; this taught me how to deal with customers in a productive and efficient way. I also gained till training and effective visual selling techniques.

Referee 2

DR Dorothy Fox

Head of Event Management

Bournemouth University, Talbot Campus

Fern Barrow, Poole, BH12 5BB

01202 524 111 dfox@bournemouth.ac.uk

Referee 1

Kim Harrison

Section manager of Marks and Spencer

8-38 Peach Street, Wokingham, Berkshire, RG40 1XG

0118 977 2544

Interests

I am an all-rounded individual with many keen interests which contribute to my motivation and communication skills. Some of my interests include:

- Socialising with friends and family
- Watching films
- Listening to music

Achievements

Throughout my working, academic and personal life I have achieved various awards which have been a reflection of my hard working nature and motivation to succeed. My achievements include:

- A driving license,
- Customer service awards from Marks and Spencer,
- An award for selling the most confectionary biscuits at Marks and Spencer,
- Being awarded as the Social Sciences prefect within the sixth form at my school,
- Organising a successful fashion show,
- Dancing and swimming achievements.