**Chloe Longhurst Email:chloelonghurst21@outlook.com**

**51F Kimberley court**

**Bradley road**

**BS34 5HP Mobile: 07562424650**

**PROFILE**

I have a passion for working within a busy, fast flowing atmosphere with a focusing on providing a high level of service, communicating effectively with people from different backgrounds. Self-motivated and resourceful, always sets a positive attitude, and operates to a high standard. Excellent time management, organisation and computer skills. A strong team player, able to work unsupervised when required.

**KEY SKILLS**

**Customer Service**: Excellent customer service skills, focusing on customers’ requirements and ensuring they are happy with the help that is given.

**Communication**: Excellent telephone manner, builds good working relationships with customers.

**Organisation**: Works effectively with an organised and flexible attitude, able to manage and set workloads.

**CAREER SUMMARY**

**Unit12 hair and beauty Apprentice-October 2021 – April 2022**

* Shampooing clients
* Answering the phone and booking appointments
* Making and doing skin tests
* Making drinks for clients
* Having a column for straightening ,curling and olaplex
* Models to help with my apprenticeship
* Applying toners
* Mixing up colour
* Washing and cleaning to a high standard

**Bonomini (Hairdressers Clifton) –Apprentice- July 2020- August 2021 Hair stylist April 2022-Current**

* Shampooing clients
* Cleaning to a high standard
* Mixing up colours
* Applying toners
* Making drinks for clients
* Shadowing as stylists blow dry and apply colour
* Preparing colours for stylists with and without supervision
* Washing towels and gowns
* Answering the telephone and making appointments and dealing with customer enquires;
* Greeting client
* Rebooking appointments
* Knowledge in salon products
* Ordering products and stock
* Attending Tuesday evening training session covered by the stylist getting hands on with cutting, colour and styling hair;
* Attending City of Bristol College every Monday for the day as part of my apprenticeship
* Training up new apprentices to ensure they understand how to preform the correct services on clients
* Working on reception and dealing with email inquiries
* Working with clients carrying out multiple services
* Running a column of clients ensuring time management is perfect
* Working along side manager; writing emails, messages, dealing with client complaints taking notes and help to plan meetings

**Magic scissors -22nd February 2020**

**One day work experience**

* Shampooing clients;
* Shadowing stylists cutting and colouring clients hair;
* Preparing drink for clients and stylists;
* Answering the telephone and making appointments;
* Covering reception- meeting and greeting people who came into the salon;
* Cleaning the salon to a high standard;
* Washing towels;
* Dealing with enquires from clients and assisting stylist with tasks;
* Spent time with the stylist to learn more around their roles.

**Kings Forest Primary School – 8th July 2019 – 12th July 2019**

**Week work experience**

* Reading to children;
* Teaching the children a class;
* General admin duties;
* Took the lead in teaching school children an art class;
* Supported teacher with organisation of classes and preparation of activities;
* Took ownership in arranging lesson plans for the children;
* Communication with members of staff within the school.

**EDUCATION & QUALIFICATIONS**

GCSES May-June 2020

English Language -4

English Literature -4

Maths -3

Science -43

French -3

Food -3

History -2

Photography -4

Religious Studies -4

House prefect.

**TRAINING:** NVQ level 2 Hairdressing Qualification

**IT Experience:** Microsoft Office: Word, Excel, PowerPoint, Outlook,

**PERSONAL INFORMATION**

Nationality: British

**Hobbies and Interest:**

Travelling,Makeup, Hair, Films, Music Concerts ,Fashion, Cooking and Baking.