

### ADMINISTRATION/MANAGEMENT

- Acted as a point of contact within the department for ...
- Co-ordinated and implemented ...
- Delegated tasks, placing emphasis on individual strengths
- Deputised different roles, as and when required
- Deputised in absence of manager
- Designed and executed efficient filing system, helping to reduce the summer backlog
- Designed, delivered and evaluated...
- Involved in project meetings to monitor progress
- Liaised with senior management and staff to ensure the successful completion of the project within given time frame
- Maintained and updated all data systems in office
- Maintained company policies, procedures and documentation
- Managed and motivated staff
- Managed bookings
- Managed diary
- Manned the switchboard when required
- Organised and scheduled meetings....
- Organised payment of outstanding invoices and employee wages
- Organised staff rota, recorded holidays, sick leave and time en-lieu for staff.
- Organised travel, accommodation, and itinerary for ...
- Organised work rotas
- Performed administrative duties, provided assistance to customers
- Performed general office duties
- Planned and attended .....
- Prepared weekly reports
- Provided a high quality confidential secretarial and administrative support
- Provided technical and project management expertise to
- Represented department at regular meetings
- Responsible for financial management and funding
- Responsible for product innovation as well as attracting new business
- Responsible for induction and supervision of new staff
- Responsible for the initial project set-up, report creation as well as client presentations
- Selected, sorted and distributed mail, sending it to appropriate departments
- Undertook a range of administrative duties
- Updated accounts/customer details on the in-house database

### CUSTOMER RELATIONS

- Acted as a direct link between the client and the company
- Advised and informed clients
- Built up contacts and positive working relationships with...
- Dealt with customer queries and complaints in a professional manner
- Developed and maintained good working relationships with...
- Ensured customer satisfaction, developed rapport with customers and worked effectively and calmly under pressure
- Handled queries in a professional and courteous manner
- Liaised with customers in relation to taking orders and dealing with customer requests
- Liaised with management and clients
- Provided a friendly and professional customer service

- Provided assistance to customers
- Worked in a multidisciplinary team...in a pressurised environment

## **MEDIA/PR/RESEARCH**

- Analysed data to determine market trends
- Analysed media coverage
- Answered queries from individuals, journalists and organisations
- Assisted in the preparation, set-up, effective communication and smooth running of events
- Attended weekly production meetings and contributed ideas for items
- Collected, catalogued and analysed media coverage
- Commissioned market research
- Conducted a variety of surveys on behalf of key Irish businesses
- Coordinated surveys, researched recent reports, articles
- Coordination of volunteers assisting in the distribution of promotional material
- Developed a media and communications plan for...
- Devised budgets and ensured costs were maintained within designated limits
- Directed photo shoots
- Design, coordination and distribution of posters, flyers and brochures promoting the festival
- Drafted position papers
- Ensured event ran effectively and efficiently
- Ensured publicity was made available to, and directed towards, the appropriate media
- Generated, researched, wrote and commissioned news and feature articles to meet tight deadlines
- Initiated and planned PR campaigns, analysed problems and opportunities, defined goals
- Interviewed sources and recorded observations to generate story ideas
- Liaised with design companies regarding production of publications
- Lobbied and influenced
- Main point of contact for guests when at studio and escorted them to the set
- Managed a team of writers. Organised work schedules, allocated assignments and deadlines, edited articles
- Organised and co-ordinated events from conception through to execution
- Organised society meetings, promoted society events, negotiated with and persuaded sponsors to support society activities.
- Played a significant role in the management of major events including launches, seminars and media briefings
- Prepared and published information booklet on services
- Prepared and supervised production of publicity brochures, handouts, direct mail leaflets, promotional videos, photographs, annual reports
- Prepared printed publications such as in-house journals for clients
- Promoted and developed positive, professional image of ...
- Raised brand awareness
- Represented organisation at trade fairs
- Researched and analysed data, presented results, wrote reports and made recommendations
- Researched and evaluated the target audience's perception of an organisation or proposed PR campaign
- Researched and wrote articles regarding issues and events
- Researched and wrote press releases and features

## **RETAIL/CATERING**

- Advised and informed customers regarding specific menu items
- Advised and informed interested parties about specifics of various product items/ranges
- Assisted clients with product selection
- Co-ordinated delivery of supplies and services
- Dealt with customers in a polite and friendly manner and delivered orders swiftly and efficiently
- Encouraged product sales, increased brand awareness and identified various business opportunities
- Ensured customer satisfaction levels at regular intervals
- Ensured maximum capacity for restaurant by efficient table planning and time estimation
- Ensured stocks were replenished appropriately
- Entrusted with securing premises at end of day trading
- Handled a range of complaints and queries in a professional manner
- Handled a range of financial transactions on a daily basis
- Handled customer complaints in a courteous manner
- Maintained high standards of hygiene and food preparation, developed rapport with regular customers and worked efficiently and calmly under pressure.
- Monitored and updated sales display areas
- Monitored deliveries and processed invoices checking for quality and quantity
- Monitored incoming goods for quantity and quality
- Performed general housekeeping duties
- Promoted new and existing products and services to clients
- Provided excellent customer service to customers
- Regulated stock levels and promoted products
- Responsible for target sales and the care of customers in a busy retail environment
- Priced, stacked and displayed items for sale and kept store tidy and attractive
- Acted as an assistant buyer for annual buying trips
- Successfully met sales targets
- Distributed a range of promotional materials on behalf of...
- Involved in the launch of a range of new products
- Responsible for all aspects of shop floor management, including space management analysis, merchandising, etc.

## **SOCIAL CARE/CHILDCARE**

- Assessed residents' needs and progress
- Devised care plans
- Ensured quality care of...
- Liaised with, and made referrals to, other agencies
- Maintained accurate records and prepared evidence and reports for legal actions and court cases
- Monitored progress and assessed the needs of children within the service
- Offered support and provided information to families of service users
- Referred children to outside agencies as necessary

## **TEACHING/TRAINING**

- Booked training venues, identified instructors and organised training materials for workshops
- Created a fun learning environment by using a variety of facilitation techniques
- Delivered lessons on exam preparation and technique, corrected scripts
- Developed and promoted inter-departmental links
- Organised art excursions, careers exhibitions, sporting activities
- Planned and revised curriculum
- Prepared and devised lesson plans tailored to the needs of students
- Presented curriculum coherently and succinctly to the class

- Produced innovative and appropriate induction programmes for new staff at all levels within organisations
- Responsible for in-house training of new employees
- Responsible for the development, implementation and facilitation of training programmes
- Supervised social education projects
- Supported students through pastoral advisory role

## **SKILLS**

### **Team work:**

- Enjoy working independently or part of a team.
- Participated in team projects in college and in previous employment.
- Have experience in a number of leadership roles...
- Successfully participated in and motivated teams to research and prepare presentations for class seminars.
- Co-ordinated and consulted with other committee members in French society to make decisions, share ideas and plan events.
- Leadership skills developed through involvement in politics, community development and voluntary work
- Adopted an inclusive approach to decision making situations.

### **Communications:**

- Effective communication skills developed through delivering regular presentations, giving and receiving feedback, writing reports, case studies, press releases
- An accomplished public speaker and have debated at all-Ireland level
- Good oral and written skills developed through delivery of presentations, debating, giving and receiving feedback, writing press releases and articles
- Communication skills developed through course presentations, dealing with customers in a tactful and diplomatic way and giving clear and precise instructions to suppliers.
- Written communication skills gained from course assignments and final year extended essay.
- Developed good written communication skills through project work and writing laboratory reports. Have delivered several presentations in class
- Speak clearly, deliver presentations to key audiences
- Communicate effectively with a wide range of staff including...
- Good interpersonal skills, able to employ tact and to build relationships. Can deliver presentations to target audience.
- Articulate and adept in communications with others. Able to convey and persuade others towards a particular viewpoint.
- Excellent communicator developed through academic and work-based presentations and writing essays and reports.
- Confident presenter. Able to explain and sell ideas to clients and colleagues. Strong editorial and proof reading ability producing accurate and high quality work.

### **Research:**

- Conducted in-depth interviews with the public, analysed large-scale data
- Enjoy researching, collating and presenting information
- Worked on a variety of research projects employing a range of different research methodologies
- Liaised with external researchers and policy customers
- Keen visual sense, meticulous eye for detail
- Extensive research skills acquired to Masters level

### **Interpersonal:**

- Can get on with a wide range of people, good motivator and able to support others
- Good listener with developed sense of intuition and timing. Identify, develop and support the talent of others through workshop facilitation and teaching

- Strong networking ability
- Patient, able to inspire trust, good listener and lead by example

### **Problem Solving:**

- Enjoy problem solving scenarios. Have strong analytical and numerical skills.

### **IT:**

- Familiar with, proficient in, working knowledge of...
- Proficient in Microsoft Office suite. Use internet and e-mail on a regular basis
- Familiar with social networking sites. Member of linkedin discussion groups related to...Regularly follow blogs related to..

## **INTERESTS**

### **Travel:**

- Keen interest in foreign culture and history. Have travelled widely, for example...
- Enjoy experiencing new cultures, learning new languages and working in different working environments
- Inter-railed extensively in US and Europe. Enjoy meeting new people and experiencing new cultures

### **Reading:**

- Keep up with current affairs through reading newspapers and magazines. Enjoy novels and biographies.
- Consult newspapers to keep up to date with current affairs and increase business awareness. Subscribe to ...
- Interested in different types of writing from factual to fictional. Favourite book is..
- Consult print, online and broadcasting media to keep up to date with current national and global affairs. Enjoy reading fiction and autobiographical novels

### **Drama:**

- Played various roles in school and in university musicals and plays
- Acted in
- Co-produced
- Performed in
- Developed community workshop on...

### **Music:**

- Have an eclectic taste in music.
- Keen interest in all types of music. Play the drums and enjoy going to concerts.
- Friend of the National Concert Theatre
- Keep up with developments in the music industry by consulting music websites and music magazines. Subscribe to Hotpress.

### **Fashion:**

- Keen eye for fashion trends, subscribe to..
- Particular interest in fashion. Keep up with emerging trends. Design own clothes.
- Enjoy dressmaking and costume design. Leading member of styling team for the DIT Toyota fashion show.

## **ACHIEVEMENTS**

- Student of the Year
- Active member of...
- Awarded various medals for
- Awarded x prize for
- Captained
- Class Representative
- Co-hosted...
- Delivered numerous presentations at
- Elected officer
- Elected spokesperson
- Holder of
- Invited expert
- Nominated for
- Received honorary scholar award
- Scholarship to
- Student member of (professional body)

## **PHRASES FOR COVER LETTERS**

- I note with interest
- I noted in your email
- I am keen to work for
- I am particularly interested in working for
- I am attracted to working for
- My primary interest lies in
- The x dimension of your firm only furthers my interest.....
- I have particularly interested in your firm due to its
- I am very interested in the position of
- Having researched your website
- I was particularly impressed by
- I understand that this position requires
- I have demonstrated the abovementioned qualities through my x role,
- I would value the opportunity to gain experience in x environment.
- The experience that I would gain would be of great benefit to me as a student and also for my future ambitions as a ...
- I am particularly interested in gaining experience in ...
- I am very keen to join the team at...because
- The advertised role requires a...In respect of this...
- I see that this position offers... In respect to this, one of my key strengths is the ability to... I recently demonstrated this quality through...
- I can appreciate that the person recruited for this role would also need to have...
- This experience taught me the importance of...
- Through my academic studies, I have developed communication skills, an eye for detail and the ability to keep to deadlines
- My academic experience has provided a solid foundation in...
- Academic studies have provided me

- During my degree course, I have developed skills in... My experience in...
- Furthermore, I have a number of key personal attributes that would benefit your company, e.g. I am a hard worker, reliable, versatile and willing to learn.
- I am aware that this programme requires a high level of commitment which I am fully capable of providing
- Upon completion of the programme, I would envisage myself as a long-term, highly-valued member of your staff
- During my time in.....
- As you can see from the attached CV.....
- In addition, my role as...
- Responsibilities included...
- On a technical note, I am
- I would welcome the opportunity of discussing this application further and am available for interview at your convenience. I look forward to hearing from you.
- I am confident that these skills and personal attributes would be of benefit to your company and would allow me to succeed in this role.
- I would be delighted to discuss any aspect of this application at your earliest convenience