

Janine Orr

Address

4 Calman View
Brodick
Isle of Arran
KA27 8HL

email

bhindigirl@hotmail.com

phone

07739 361123

Personal

- Full Driving Licence
- Brodick Resident
- Local Experience
- Retail Specialist

References

- **The National Trust for Scotland**
People, Systems and Operations
PeopleForms@nts.org.uk
- **Peter & Mary Bowers**
The Lagg Hotel, Kilmory
01770 870255
- **Diane Perrie**
(Duchess Court Shops Ltd)
01770 600688
- **Cam Prosser-Bell**
Brodick Small Co-Op
07985 657 194

● Personal Statement

I am a dedicated and friendly, hard-working individual with a positive attitude. I enjoy working within a customer service environment and am experienced in a variety of skills. I understand the importance of good communication and delivering a high standard of customer service. I enjoy working as part of a team and am able to work well under pressure.

● Education & Qualifications

- Falkirk College 1998-2000
HND Applied Ecology
- Kilmarnock College 1991-1992
NC Communications and Media Studies
- Ardrossan Academy
O English O music O Biology H English

● Hobbies

I am very interested in alternative therapies such as reiki which I have studied to level 2. I enjoy spending quality time with my son and I have recently taken up running to keep fit. I also love fashion and cosmetics and regularly attend vintage clothes events.

● Volunteer Work

I have volunteered for Save the Children and The Salvation Army in Glasgow's west-end stores. In these voluntary roles I sorted through donations, and was responsible for merchandising, visual displays, online social media posts window displays, and establishing vintage/retro sections within the shops.

Employment History

March 2024 - October 2024 ; Visitor Services Assistant - Retail and Admissions at Brodick Castle, Arran.

Working at the castle, I have been involved in both retail and front of house style roles, dealing with visitors and also running the busy castle shop. With responsibility for opening and closing the shop, cashing up and maintaining stock, it has been a rewarding experience to work in this seasonal full time position, with a supportive team of co-workers throughout the site.

Winter 2022 - March 2024 ; Team Leader, Co op Invercloy, Brodick

See below (2020 - 2022 for job description)

April 2022 - Winter 2022; The Boathouse, Brodick

In this role I have been involved in all aspects of day to day functions of the shop. From ordering stock to visual merchandising, cash handling, banking, social media posts, advertising, shop Arran involvement and enjoying learning about running a small retail outlet.

2020 - March 2022; Team Leader Co op Invercloy, Brodick

In this role I was responsible for the opening and closing of the store, cash handling, banking, stock control, using instore computer systems, all day to day tasks to ensure the smooth running of the store. Receiving orders, assisting and serving customers and leading the team on my shift. Liaising with the line manager in the bigger store.

August 2019 - Jan 2020; Assistant/Barista at Janies Café Home Farm, Brodick

In this role I was essentially front of House, responsible for all food orders and preparation of drinks. Customer service, cash handling, serving of food and ensuring high levels of hygiene standards.

May 2019 - August 2019; Manager at Hunters Coffee shop, Brodick

In this role I was responsible for the day to day running of the café. Training staff, rotas, cash handling, ordering and choosing stock, serving customers, and providing the new owners with my experience in the hospitality environment in terms of advertising, menu choices etc.

March 2018-2019; Food and Beverage Assistant/ Manager Velo Café, The Lagg Hotel, Kilmory, Isle of Arran

In this role I am responsible for all aspects of the day to day running of the café. Ordering of stock, serving customers, food preparation, cash handling, barista duties, following health and hygiene standards and providing a high standard of friendly customer service.

April 2017 - November 2017; - General Assistant The Lagg Hotel, Kilmory, Isle of Arran

In this role I was responsible for customer service, front of house duties reception, housekeeping, barista and all other relevant tasks. As I was an all rounder within the hotel transferrable skills and adaptability were essential.

2013-2017; Living and working abroad

2009-2013; My son's childcare

October 2002-June 2008:- Retail Advisor Duchess Court Shops Ltd Isle of Arran

In this role I was responsible for customer service, ordering stock, merchandising, cash handling, banking, key holding, visual display, general housekeeping and cleaning duties.

August 2000- August 2002 :- Tourist Office Scottish Tourist Board

In this role I was responsible for finding suitable accommodation for tourists, on the Island and in other areas, general information, cash handling, updating computer systems, liaising with other offices and assisting the public with any enquiries regarding visitor attractions.