# Temmien Carson

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**Personal Statement**

I am a vibrant and confident person with experience of work in the field of customer service. I am seeking a role that will enhance my knowledge and develop my customer service skills. I always strive for excellence as I have a diligent, focussed and committed work ethic.

**Key Skills**

* Excellent leadership skills.
* Professional work ethic, with a deep focus on accuracy and time efficiency.
* Motivated and ability to multi-task including in a fast paced and noisy environments.
* Strong team worker.
* Reliable and mature in approach.

**Education**

**The University of Kent 2017-2021**

I am studying law at university and hoping to achieve a 2:1 or 1st Class Degree.

**Bexleyheath Academy 2015-2017**

I have achieved 3 A Levels including an A in Sociology, B in Drama and B in English literature.

**Sydenham Girls 2014-2015**

I have achieved 8 GCSE’s at Grades A\*-C including English, Maths and Science.

**Work History**

**Waitress at Spearmint Rhino Club September 2019 -Current**

* Serving as a hostess for the club by providing excellent customer service to maximise sales which may include bottle shows and sales encouragement.
* Ensuring the club floor and tables are always meeting the hygiene standards and kept in order throughout the evening, which involves following the clubs opening and closing procedure.
* Providing efficient transactions for customers through cash and card payments using a PDQ. Transactions that are of high amounts to include correct signature and customer verification to ensure the card is being used by the card holder.
* Managing my own till of money to ensure that receipts and payment are cashed out accurately at the end of the evening shift.

**Receptionist and Waitress at Platinum Lace Club December 2018- August 2019**

* Working at the front desk as a receptionist and ensuring customers are warmly welcomed whilst taking their valuables and belongings which are organised correctly in the cloakroom to meet the clubs safety standards.
* Serving as a hostess for the club by introducing myself to an assigned table and providing excellent customer service to maximise sales which includes providing customers with bottle shows and a great experience to promote sales.
* Ensuring efficient transactions for customers and dancer house fees using cash and card payments through the PDQ and inputting information into the till for the correct sum.
* Providing the club with a waitressing service that is of a high standard by ensuring the reception and club floor are kept in an order that meets the correct hygiene standards.

**Student Union Representative September 2017-December 2018**

* Being reliable for shifts and available for different roles that required filling on an ad hoc basis.
* Working as a nursery assistant to help the nursery in looking after babies, toddlers and children. Allowing the nursery to maintain the routine and order by assisting in the feeding and cleaning up processes during lunch time. Watching over the children during play time to abide by health and safety standards of the nursery.
* Working with the university to speak with the public and promote the university surveys. Ensuring that a high number of people filled in surveys or handing out leaflets to the public.

**Promoter September 2017-September 2019**

* Promoting the events hosted by Student Republic and Opium Club London events through the use of social media platforms to increase sales of tickets.
* Bringing guests to Opium Club London and hosting to a high standard to ensure their experience at the club is excellent which builds customer relationships and encouraging sales for the club.
* Completing tasks for Student Republic and Opium Club London to ensure that promotions are up to date for the most recent events.

**Mini Pupillage at 25 Bedford Row June 2018**

* Shadowing counsel Collin Wells, a fraud and criminal specialist, on an aggravated burglary case who referred to me as a “diligent and interested pupil”.
* Observing the judicial process and assisting where appropriate in the discussion and preparation for the client both prior to and after hearings at Isleworth Crown Court.

**Customer Advisor at B&Q February 2017-September 2017**

* Providing excellent customer service by mixing paint on the Valspar machine to ensure colours are mixed correctly and orders are dealt with efficiently.
* Managing the Valspar paint desk and greeting customers in a friendly manner to ensure they leave the store with advice and products that suit their needs. As well as organising, replenishing and sorting through stock movements to keep the store tidy and organised.
* Working as part of a team to ensure that the sales targets for the Décor department are met by using methods to encourage customer sales.

**Mini Pupillage at Carmelite Chamber August 2016**

* Shadowing Simon Molyneux, a criminal barrister, on a case dealing with accessory liability for an assault charge and shadowing Alexandra Scott on a minor sexual offences case at Kingston Crown Court.
* Observing the court proceedings and assisting where appropriate for both barristers in order to gain a legal understanding of the court process before and during the hearings.
* Carmelite Chambers referred to me as “mature” and “enthusiastic” as a pupil with recommendations for further legal opportunities.

**Hobbies and Interests**

I am learning the Arabic language at a beginner’s level during my law degree. I am currently working on designing an app for a business idea which I will develop at a later stage and have taken app making workshops which focus on the marketing of apps. In my spare time, I write poetry and create pieces of expressive writing. I am a UniBuddy which means I respond online to messages regarding student life at my university from prospective students that are hoping to join and would like some advice. As well as this, I have taken part in many extracurricular activities including Bexley Chambers advocacy workshop, PASS plus scheme for Inner Temple, volunteering at the university Law Clinic to offer free legal advice, mediation course, participating in the Young Mayor of Lewisham scheme, Outward Bound and the Speak Out! Challenge for public speaking.