

ELOISE HAUGHTON

Reading

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WORK EXPERIENCE

Bar Staff

RUSU Bars - Reading

September 2019 to Present

as a member of bar staff here at RUSU I am familiar with opening a bar, stocking and restocking, handling cash, serving customers and attending to thorough clean downs upon closing. I am no stranger to late nights and I don't let tiredness affect my customer service. I work closely with supervisors and managers to ensure the smooth running of both club nights and the everyday service we provide as a cafe-bar to the students of the University.

As part of the events staff I have been contributing ideas to RUSU's social media, including music playlists, relaxation tips and techniques, book recommendations and film recommendations. These are then displayed on the Student Union's social media pages.

Events staff are more than just bartenders, we help promote the Student's Union, ensure people are safe and well on their nights out, contribute ideas for social media posts that reach thousands of students.

Student Partner

University of Reading - Reading

August 2020 to September 2020

As a student partner, I worked alongside the Director for Teaching and Learning for my department with another student, as a consultant to ensure that the teaching plans during COVID were cohesive and of the highest quality, while also ensuring the most effective options were being explored keeping in mind teaching staff and students.

My job role involved regular meetings with significant staff members (DfTL) in order to discuss our objectives, and how best to reach them. In addition, I consulted on their plans in order to discuss improvements, critiques and approvals. As a student partner it was also my job to co-write a report with a colleague which focused on the student experience, involving collecting data from the consumer (the students) and laying it out in a format that was easy to understand, provided evidence which could inform our methods and suggestions, and which could help convince the Board of Studies of actionable goals that they should be aiming towards.

We have seen our report have visible effects across the department including: recording of lectures, increased student interaction between themselves and with lecturers in online settings, online-only alternatives for shielding students, in-person lectures that can be easily replicated for shielding students (to decrease the disparity and ensure education is of a consistent high quality), an increased use in online tools for engagement (such as Mentimeter polls, discussion boards, Q&As, online student lounges), microphones implemented when wearing masks to aid our Hard of Hearing students, captions on videos.

Barista, Bar Staff

Cafe Grounded - Bristol

May 2018 to June 2019

I have been a barista and a bartender in a lively independent cafe bar chain, where I work when I am home from university. I received training in how to make the different coffees to a high standard, I provided table service and handled money, learned how to make a selection of cocktails and I also performed administrative tasks like stock-takes and cash-ups.

Grounded was a very busy place and so there was always a high expectation to deliver the best customer service you could, as well as form and maintain relationships with the customers, so that we could build up a loyal and engaged customer base who would return regularly.

Team Member - Part Time

Miami Burger - Reading

January 2019 to March 2019

I worked in a fast-paced, fast food environment where a knowledge of the food was required, as was alcohol license training. It built on skills I already had from working in hospitality, and I worked long hours engaging and interacting with our customers, which speaks to my ability to always provide good, friendly and in some cases informative service, no exceptions.

Cleaner (part-time)

AWC

January 2017 to February 2018



EDUCATION

Bachelor's in Philosophy and Politics (Joint Hons)

University of Reading - Reading

September 2018 to Present

A Levels, Grade B in Psychology; Religion, Philosophy and Ethics

Castle School Sixth Form - Bristol

September 2016 to May 2018

GCSEs (all A or above) in German, English, Dance, Health and Social Care, Maths, Science, History, Religious Studies

Castle School, Thornbury

A Level, Grade A in English Literature



SKILLS

- **handling money, cashing up, using tills and processing orders (4 years)**
- **cocktail making (3 years)**
- **Bartending (3 years)**
- **Barista (1 year)**
- **Customer Service (3 years)**

- **Written Communication (7 years)**
- **Video Editing (3 years)**
- **researching (3 years)**
- **Office Administration (Less than 1 year)**
- **Presenting (3 years)**
- **Report Writing (3 years)**



AWARDS

Bronze Arts Award

2013

an award achieved through the demonstration of leadership skills, creative problem solving and the ability to take direction and criticism