

Leanne Crabtree

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Education and Qualifications

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| 2005 - 2008 | Myerscough College, Preston
BSc (Hons) Equine Science and Management (2:2)
Key Modules: <ul style="list-style-type: none">• Business Management• Animal Science• Dissertation• Statistics Module |
| 2003 – 2005 | Habergham Sixth Form Centre, Burnley
A-Levels: Business Studies (E), General Studies (D) |
| 1998 – 2003 | Habergham High School, Burnley
9 GCSE's: (A-C) including English (C), Maths (C) and Science (AA) |

Skills Profile

Communication

- Throughout my degree, I completed numerous presentations, presenting to both panels of experts and groups of my peers. I have made use of many different forms of media to enhance my presentations, including Microsoft PowerPoint.
- During the final year of my degree, I completed an 8000 word scientific dissertation in which I was required to structure my report in a clear and concise manner, whilst maintaining a detailed, scientific content.

Customer Focus

- Whilst working at the Hare and Hounds Hotel, my main responsibilities were to ensure that the customer's needs were met, in both my roles behind the bar and as a waitress. This is particularly important within the industry as the business depends on the satisfaction of the customer.
- Having also worked in retail, I have had direct experience in sales working to initiate, qualify and close sales with customers, I did this without making the customer feel uncomfortable or under pressure to buy.

Analytical Ability

- The scientific nature of my degree required me to have a high level of analytical ability. I have completed statistics and business modules, which enabled me to develop these skills further, giving me a higher level of ability to handle and interpret data.
- My dissertation project required me to carry out a scientific experiment, collect results and analyse them to validate the given hypotheses. During this process, I made use of statistical methods of analysis to allow me to reach conclusions.

Effecting Control

- During my time at the Hare and Hounds Hotel, I was required to take charge on several occasions, managing bar, restaurant and kitchen staff. This included organising cover for absentees, checking time sheets, placing orders for stock, making up wages and banking takings during the weeks in which I was stand-in manager.
- I was often required, as part of my degree, to work within groups on a given project. During these tasks, I was willing to take charge of organisation, assigning work,

setting deadlines and checking progress throughout the course of the project.

Relationship Building

- Whilst working within a group I have the ability to put any differences in opinion aside and work successfully towards the common goal. This enables me to build successful working relationships with all colleagues in any situation.
- Due to the nature of bar work, I was required to interact with many different types of customer. Some customers can become difficult due to the effects of alcohol, yet I am successful at building good relationships with even the most demanding and share a good rapport with all customers.

Influencing and Negotiating

- I have taken part in numerous debates relating to topical issues within the equine industry, where I have successfully argued my point making use of logical arguments and appropriate facts and figures.
- I also undertook a budget allocation project in which I was required to make an informed decision to allocate spending within the business and then justify these decisions to my peers.

Employment Summary

April 07 – August 08	The Hare and Hounds Hotel, Foulridge, Bar Manager/Bar Maid/Waitress: Key responsibilities include, managing staff, admin, serving customers, handling cash and general house keeping.
June 06 – December 06	Sherfin Tack Shop, Haslingden, Sales Assistant: Key responsibilities include, sales, customer service, handling cash and merchandising.
October 03 – June 06	The Chippy on the Green, Padiham and The Chippy, Oswaldtwistle, Sales Assistant.
June 02 – October 03	Freelance Equine Groom.

Interests and Additional Skills

- I have owned horses for 11 years and enjoy all aspects of the equine industry.
- I hold a full and clean driving licence.
- I have good I.T. skills, including Microsoft Office and the use of the Internet and Email.
- I am also hard working, self-motivated and adaptable.

References

Academic Reference:

Alison Northrop
Myerscough College
Bilsborrow
Preston
Lancashire
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Character Reference:

Susan O'Brian
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