

GEORGE CASSON

PORTSMOUTH PO5 • +44 (0) 7961 235648 • gcasson3008@icloud.com

<https://uk.linkedin.com/in/georgechristophercasson>

SUMMARY

Friendly and customer-focused hospitality professional with 3+ years' experience in bar, café, and restaurant service. Confident in serving customers politely, handling cash accurately, and supporting smooth front-of-house operations. Experienced in basic food and drink preparation, maintaining clean and safe service areas, and working effectively as part of a team. FREC Level 3 and EFAW certified, bringing strong awareness of health, safety, and hygiene standards. Known for a positive 'can-do' attitude, professional appearance, and the ability to adapt to busy service environments.

WORK EXPERIENCE

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| Away Resorts | March 2023 - Present |
| <ul style="list-style-type: none">• Delivered friendly, efficient customer service in a busy holiday-park environment, ensuring guests felt welcomed and well looked after.• Prepared and served food and drinks to a high standard, including basic barista and café-style service during high-footfall periods.• Maintained clean, safe, and organised service, kitchen, and dining areas in line with hygiene and Health & Safety procedures.• Handled cash and card payments accurately, following company procedures and supporting smooth daily operations.• Worked collaboratively with team members, demonstrating a positive 'can-do' attitude and stepping into different tasks when needed.• Followed food hygiene standards, allergen awareness, and safe food-handling practices to ensure guest safety.• Adapted quickly to changing service demands, including promotions, events, and high-volume service times. | |
| Premier - Barry's Of Billingham Store | January 2024 - July 2025 |
| <ul style="list-style-type: none">• Provided polite, helpful customer service, assisting shoppers and ensuring a positive in-store experience.• Acted as a trusted key holder, opening and closing the store independently and following security procedures.• Managed stock levels, including restocking shelves, rotating products, and monitoring low or high-demand items.• Handled cash, card payments, and till operations accurately, maintaining attention to detail during busy periods.• Kept shop areas clean, tidy, and well-presented, supporting a safe and welcoming environment for customers.• Worked flexibly with the team, taking on additional tasks as needed and contributing to smooth daily operations.• Supported basic food handling and hygiene standards where required, reinforcing safe working practices. | |
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QUALIFICATIONS

GCSE's - Lincoln UTC	September 2020 - July 2025
Mathematics Grade:5 English Grade:5 Physics Grade = 5	
Chemistry Grade = 5 Biology Grade = 5	
Systems & Control Engineering Cambridge Nation P2 Achieved	
Engineering Design Cambridge National P2 Achieved	
Engineering Manufacture Cambridge National D2* Achieved	
BTEC Level 3 Extended Diploma in Engineering MMM Achieved	

ADDITIONAL INFORMATION

- First Response in pre-hospital Emergency Care L3
- Emergency First Aid at Work Qual
- Full UK Category B Driving License +1 Years