

GEORGE CASSON

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SUMMARY

FREC Level 3 certified professional with strong experience in high-pressure, customer-facing environments. Skilled in first response care, team coordination, and maintaining professionalism under stress. Holds a Level 3 qualification in Engineering, with a strong foundation in safety, communication, and service excellence.

WORK EXPERIENCE

Away Resorts March 2023 - Present

- Delivered high-quality customer service by consistently meeting and exceeding guest expectations in a fast-paced restaurant and bar environment.
- Took orders, served food and beverages, supported bar operations including basic mixology, and ensured smooth front-of-house service.
- Assisted with shift coordination and team support, while accurately handling cash and card transactions.
- Conflict Resolution

Premier - Barry's Of Billingham Store January 2024 - July 2025

- Operated tills and handled cash securely while delivering friendly, efficient service to customers in a busy retail environment.
 - Held key holder responsibilities, independently opening and closing the store, and supporting smooth daily operations.
 - Managed stock deliveries, performed inventory checks, restocked shelves promptly, and maintained high standards of cleanliness and safety.
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QUALIFICATIONS

GCSE's - Lincoln UTC September 2020 - July 2022

Mathematics, English, Physics, Chemistry, Biology GCSE Level 5 Achieved

Systems & Control Engineering Cambridge Nation P2 Achieved

Engineering Design Cambridge National P2 Achieved

Engineering Manufacture Cambridge National D2* Achieved

BTEC L3 - Lincoln UTC September 2022 - July 2025

BTEC Level 3 Extended Diploma in Engineering MMM Achieved

Certifications: FREC 3 Qualified, EFAW Qualified, Full UK Driving License Category B +1Year

SKILLS

- Skills: Excellent customer service in hospitality and retail, Strong communication and interpersonal abilities, FREC 3 certified with emergency response experience, Accurate cash handling and till operation, Team support and shift coordination, Inventory management and stock control, Bar service, mixology, and licensing knowledge, Calm and effective under pressure