

MARK JONES

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PERSONAL STATEMENT—A confident, hard working and self motivated individual who has extensive experience of working on large scale prestigious events in the entertainment and leisure industry. Mark is smart, well presented and articulate, all traits which help him to communicate effectively with members of the public and work colleagues. He is able to remain cool, calm, and collected in stressful situations and has a long and successful track record of keeping events safe and secure. As someone who has an aptitude for working with the public he possesses a common sense approach to people and incidents. All of these attitudes allow him to consistently offer professional, friendly and proactive guest service to the patrons of events & shows.

CAREER HISTORY - Security Company, **EVENTS STEWARD**, April 2009 - Present. Responsible for assisting with the management of various major events. In charge of taking tickets on the gate, welcoming and interacting with the public as they enter the premises, and assisting guest and revellers with all reasonable questions, queries and requests for assistance. Other duties include; Maintaining a clean and safe work environment for both employees and visitors, Ensuring that all set-ups and supplies are in place, Ushering spectators to their seats, Advising where the bar & toilet areas are, Attending pre event briefings, Carrying out



CURRICULUM VITAE

Events Steward

pre event duties as requested, Monitoring the safety of viewing areas, Controlling the entry and exit from grounds where events are held, Carrying out routine searches on people entering the event, Checking parking passes, and directing vehicles to be parked, Directing customers to entry points, Providing supervisors and managers with detailed Accident and Incident reports at the conclusion of a shift, Helping with the coordinating of volunteers. **KEY COMPETENCIES**; Good communication skills, Capable of working outside for long periods in all weathers and at night, Writing correspondence and proof reading it, Good understanding of health and safety legislation, Physically fit, able to work twelve hour shifts and can remain standing for long periods of time, Knowledge of and committed to equality and inclusion. **PERSONAL SKILLS**; Stewarding, Crowd control, Car Park Stewarding, Event hosting, Conflict management, Customer care, Highly responsible & reliable, Problem solving abilities, IT literate, Can work well under pressure in a fast paced environment, Ability to work cohesively as part of a team, Ability to focus attention on guest needs, remaining calm and courteous at all times, Attention to detail, Able to give information and instructions clearly, quickly and politely. **PROFESSIONAL**; SIA Licensed, Advanced First Aid trained. **ACADEMIC QUALIFICATIONS**; A Levels; Maths (A) English (B) Physic (B), NVQ Level 2 in Spectator Safety. **REFERENCES**; Available on request.



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