

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

ECAY 60001

Employability and Future Pathways

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Centre Assistant (Guest Support) Calon Y Fferi

Calon Y Fferi Community Centre is in an early stage of development. We are currently looking for a centre assistant whose main priority is meeting the needs of the accommodation guests.

(Calon Y Fferi 2019)

Summary of Essential Skills

Good oral and written communications skills

Good computer literacy including MS office or equivalent

Good Customer Service Skills

Ability to work flexibly within a team and adapt to the needs of the role

Ability to recognise the importance of and to implement confidentiality and discretion

Good telephone manner

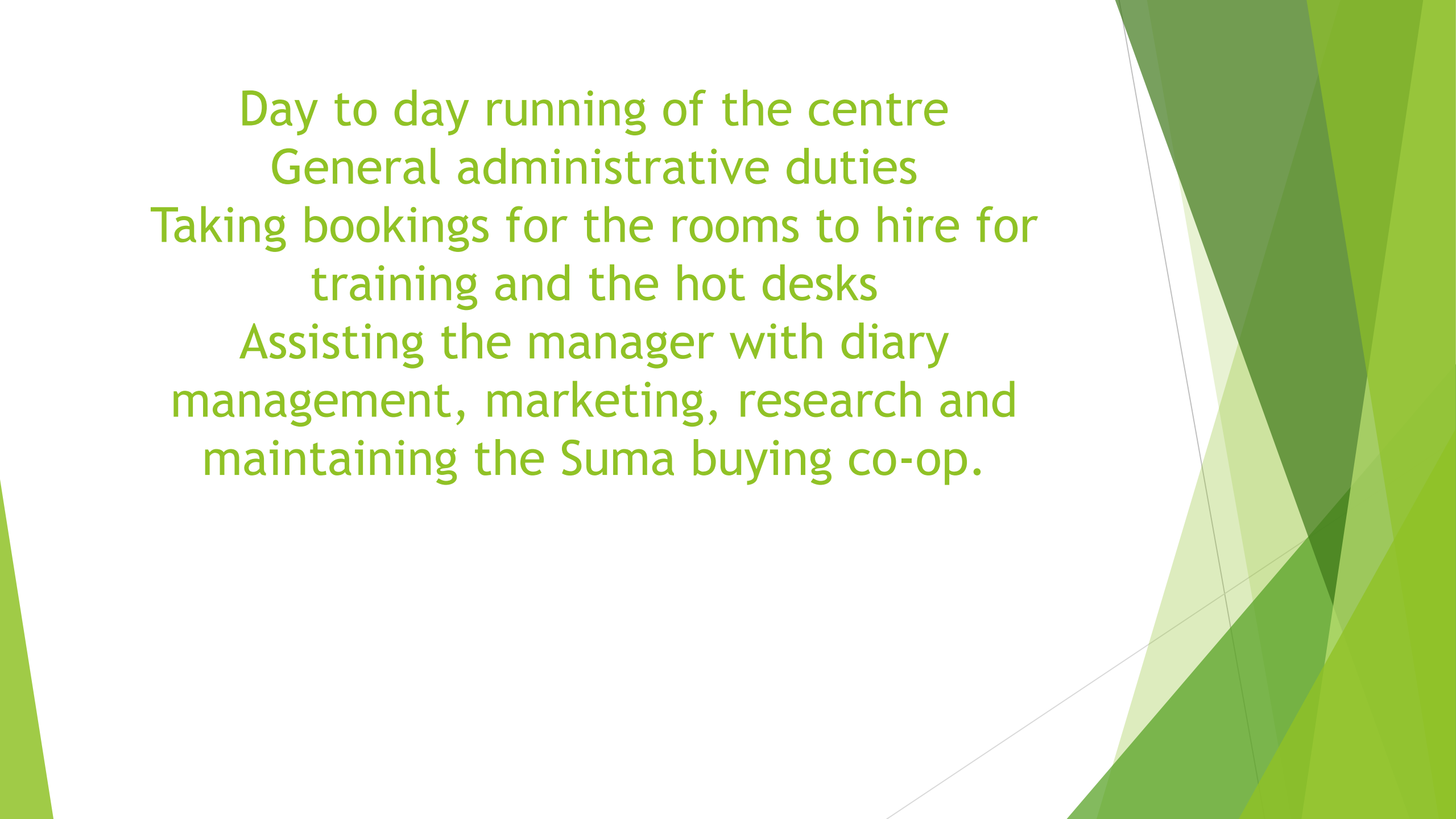
Good time management skills

Desirable Skills

Proficiency in spoken and written Welsh

Prior knowledge of issues facing carers and access issues for people with disabilities

Experience in hospitality services

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Day to day running of the centre
General administrative duties
Taking bookings for the rooms to hire for
training and the hot desks
Assisting the manager with diary
management, marketing, research and
maintaining the Suma buying co-op.

My transferable employability skills:-

Read brief and tasks more closely

Improved Team working techniques

To analyse and use STAR techniques in oral and written situations. (Leeds University 2019)

To stop disregarding previous experience as irrelevant because it was gained many years ago.

Conclusion

Never too old to learn new skills
There is a need to keep updated.
There is a need to manage my
expectations when applying for roles.