



University of Wales Trinity Saint David (UWTSD)

Module Name: Employability and Career Development

Module code: LCLM 4005

Assessment Title:

Mock Interview

CertHE Business Skills for the Workplace

Submitted by: Anca Matei

Student ID: 2420092

Lecturer: Rabeya Rahaman

Submission Date: 16/10/2026

Word count: 952

Table of Contents

CV	3
Cover Letter	5
Job Advertisement	6

CV

ANCA MATEI

Professional summary

Motivated and reliable professional with experience in nail care, bartending, and restaurant operations. Skilled in providing excellent customer service, working efficiently in busy environments, and maintaining high standards of hygiene and professionalism. Experienced in working as part of a team, training new staff, handling customer needs, and managing responsibilities independently. Friendly, organized, adaptable, and committed to delivering positive customer experience. Eager to leverage strong interpersonal and leadership skills .

Work history

Nails Technician

Birmingham, West Midlands

06/2021 – present 09/2026

- Provide professional nail care and beauty services according to clients' preferences.
- Consult with clients to understand their needs and recommend suitable nail treatments.
- Perform manicures, nail preparation, shaping, polishing, and other nail services.
- Maintain high standards of cleanliness, hygiene, and organisation in the workspace.

✉ mateianca144@gmail.com
☎ 07918236435
27 Blythswood Road
Birmingham, West Midlands B11 2BX
🌐 Romanian
in 2420092@student.uwtsd.ac.uk

Skills

- Customer Service
- Communication Skills
- Teamwork
- Staff Training & Development
- Time Management
- Organisation
- Attention to Detail
- Working Under Pressure
- Problem Solving
- Cash Handling
- Hygiene & Health and Safety
- Adaptability
- Professionalism
- Client Relationship Management
- Ability to Work Independently

- Provide friendly and professional customer service and build positive relationships with clients.
- Manage appointments and ensure services are completed efficiently and to a high standard.
- Maintain knowledge of current nail trends, techniques, and products.

Fast Food (restaurant) - Crew Trainer

Birmingham, West Midlands

11/2020 - 03/2021

- Trained and supported new team members in restaurant procedures and daily operations.
- Demonstrated correct working methods, customer service standards, and health and safety procedures.
- Helped new employees become confident and independent in their roles.
- Supported the team during busy periods and helped ensure smooth daily operations.
- Communicated clearly with team members and provided guidance when needed.
- Helped maintain high standards of cleanliness, food safety, and customer service.
- Worked closely with colleagues to achieve team goals and provide a positive customer experience.
- Assisted with solving day-to-day problems and supporting the smooth running of the restaurant.

Bartender Reastaurant

Dornesti, Romania

06/2018 – 07/2019

- Provided friendly and efficient service to customers in a busy hospitality environment.
- Prepared and served a variety of drinks according to customer orders and venue standards.
- Took customer orders and handled payments accurately.
- Maintained a clean, organised, and well-stocked bar area.
- Worked efficiently during busy periods while maintaining a high standard of customer service.
- Communicated effectively with customers and colleagues as part of a team.
- Followed health, safety, and hygiene procedures.

Education

01/2026 – 11/2026

University of Wales Trinity Saint David

Birmingham, United Kingdom
 CertHE Business Skills for
 The Workplace

09/2014 – 06/2018

High School (Turism si Alimetatie)

Radauti, Romania
 Certificate of Higher Education: Tourism and
 Food Service

Languages

Romanian

English

Anca Matei

27 Blythswood Road, B112BX

07918236435

mateianca144@gmail.com

26 September 2026

Subject: Application for the position of “Team Leader” at KFC Birmingham - Hall Green

Dear Hiring Manager,

I am writing to apply for the Team Leader position at KFC Birmingham – Hall Green. I believe my previous experience in restaurant operations, training, hospitality, and customer-facing roles has given me skills that would allow me to contribute positively to your team.

In my previous role as a Crew Trainer in a restaurant, I gained experience training and supporting new team members, explaining procedures, maintaining high standards, and helping the team work effectively during busy periods. This experience helped me develop my communication, leadership, organisation, and problem-solving skills. I also learned the importance of teamwork and creating a positive environment for both colleagues and customers.

My experience as a bartender further developed my ability to work efficiently in a fast-paced environment while providing friendly and professional customer service. I became comfortable handling customer requests, managing payments, working as part of a team, and maintaining high standards of cleanliness and organisation.

Currently, I work as a Nail Technician, where I provide personalised services to clients and manage my responsibilities independently. This role has strengthened my attention to detail, professionalism, time management, and ability to communicate effectively with different customers, what exactly this role looking for.

I am a reliable, hardworking, and adaptable person who is willing to learn and take responsibility. I am interested in this opportunity because I enjoy working with people, supporting a team, and providing good customer service. I would welcome the opportunity to bring my experience and positive attitude to KFC Birmingham – Hall Green and to continue developing my leadership skills within the team.

Thank you for considering my application. I would be pleased to have the opportunity to discuss my experience and suitability for the Team Leader position further.

Kind regards,
Anca Matei.

JOB ADVERTISEMENT

KFC Team Leader





KFC Birmingham - Hall Green [Web Address](#): 1200 Stratford Rd, Birmingham B28 8HN, United Kingdom Phone: +442030381627

KFC Birmingham – Hall Green is a branch of the KFC fast-food chain serving fried chicken, burgers, wraps, and sides from a standalone drive-thru restaurant on Stratford Road in Hall Green, Birmingham. It is notable for offering dine-in, takeaway, drive-thru, and delivery services, and the restaurant is 100% Halal certified according to KFC UK.

I chose the Team Leader position at KFC Birmingham - Hall Green because it matches my interest in leadership, teamwork and customer service. The role would allow me to develop my communication, organisation and problem-solving skills while gaining valuable experience in managing a busy restaurant environment. I also chose this location because it is a convenient local workplace and provides an opportunity to contribute to the local community.

References

"References available on request"