



Assignment 1

Module code and name: LCLM4005_LON , Employability and Career Development

Student name: Antonina Fedoriuk

Student number: 2439087

Lecturer: Dr. Lizeta Demetriou

Submitted on: 15th of July 2026

Job Description

Location: Regent college London, 233 High Holborn, London WC1V 7DN

Open to internal and external applicants

Student Success Officer

Student Success Officer (SSO) are the front facing staff at the sites that make up the Regent College London campus. Staffing the Reception Desk, SSO's have the responsibility of providing customer service for all Regent students, staff and visitors.

Key Responsibilities Include:

- Ensure an excellent level of customer service is embedded throughout the site.
- To ensure a daily smooth running of the operation within the department by communicating effectively within and with other departments, as well as supporting any necessary changes to ensure seamless customer service.
- Act as first point of contact for the site, supporting students with queries, handling correspondence, liaise with relevant staff and greeting visitors.
- Provide advice and guidance to students and staff in person and via email, and signpost to the correct service where required.
- Take ownership of student queries from first contact through to resolution, including following up with the relevant teams where needed.

Skills and Qualifications:

- Customer service experience
- Enthusiastic, organised and able to work at place
- Able to manage multiple queries and priorities workload effectively
- Confident communicating with students and staff, including in challenging situations
- Reliable, professional and able to maintain accurate record
- Accurate record keeping and confident using internal systems

Antonina Fedoriuk

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PROFILE

Responsible and motivated university student with almost two years of experience in hospitality, currently serving as a Student Representative supporting students and helping to create a positive learning environment. Strong work ethic, positive attitude and ability to take responsibility, adapt to new tasks, and overcome challenges.

EDUCATION & QUALIFICATIONS

University of Wales Trinity Saint David - CertHE level 4 Business Skills for the workplace
2026 - present

Studying business communication, customer service, teamwork, digital skills, problem-solving, and professional workplace practices.

WORK EXPERIENCE

Food & Beverage Assistant | Danubius Hotel Regents Park, London Jun 2023 to Sept 2025

A 4-star hotel providing accommodation, dining, and conference facilities in London

- Provided excellent customer service to hotel guests.
- Prepared and maintained dining areas.
- Worked effectively as part of a team in a busy environment.
- Worked efficiently under pressure in a fast-paced environment.
- Handled customer requests and resolved issues professionally.
- Developed strong communication and teamwork skills.
- Built the ability to work effectively under pressure.
- Improved customer service and problem-solving skills.

ADDITIONAL INFORMATION

Languages – English; Russian; Ukrainian

Technical skills

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Teams
- Canva

References

References available upon request

Regent College London

233 High Holborn, London WC1V 7DN

11/07/2026

Dear Hiring Manager

I wish to apply for the role of *Student Success Officer*, currently being advertised on *Indeed.com*. Please find enclosed my CV for your consideration.

As you can see from my attached CV, I have over two years' experience in the Customer service industry, and I believe the communication, organisation and problem-solving skills I have developed during this time make me the right/perfect candidate for the role.

During my previous role in hospitality, one of the supervisors had a very challenging communication style, which made it difficult for many team members to discuss concerns or resolve day-to-day issues with him. As a result, my colleagues often asked me to speak with the supervisor or the manager on their behalf because they felt I could communicate more effectively and help find a solution. I was also regularly asked to assist with difficult customers, as I remained calm and focused on resolving problems professionally. I listened to both sides, communicated calmly, and suggested practical ways to improve communication. I encouraged the supervisor to listen to the team's concerns before making decisions and to explain expectations more clearly. This helped resolve issues more effectively and maintain positive relationships within the team. This helped improve communication, resolve issues more efficiently, and create a more positive working environment. These experiences also showed me that leadership comes naturally to me. People trust me, feel comfortable asking for my support, and I genuinely enjoy helping others succeed. I believe these are qualities that would allow me to make a positive contribution to your team.

I am confident that I can bring this level of success with me to your organisation and help Regent College London build upon their reputation as a leading higher education provider committed to student success. With my previous experience and expertise, I believe my contribution will have a positive impact on your team and students.

Thank you for your time. I look forward to hearing from you and discussing my application further.

Kind regards,

Antonina Fedoriuk

A handwritten signature in black ink, appearing to be 'Antonina Fedoriuk', with a stylized flourish at the end.