

Laura Robbie

PERSONAL INFO

Address
Saltmarket, Glasgow G1 5NF

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Laura.robby@yahoo.co.uk

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+44 7555 181488

EDUCATION

Glasgow Caledonian
MSc 3D Design for Virtual Environments
(Currently Studying)

Universtiy of the West of England
Digital Media - Bachelor of Science

Recieved: Upper Class Honours - 2024

Key Subjects: User Experience
Interaction Design
Media Studies
Game Design
Branding and Social Media

CERTIFICATIONS

Full UK Drivers License
Completed August 2018

Gold Duke of Edinburgh
Completed August 2018

REFERENCES

Joesph Tucker | Manager, Tonight Josephine
E: Joejtucker@yahoo.co.uk

Stephen Welsh | Manager, Roxy, Bristol.
E: manager.bristol.unionstreet@roxylanes.co.uk

Malcolm Marwick | PSV Manager, Stagecoach
E: Malcolm.marwick@stagecoachgroup.com

PERSONAL PROFILE

I am an outgoing, friendly individual and I enjoy being part of a team. I am creative and a detail-orientated person who works effectively to complete tasks to a high standard. I am energetic and skilled at focusing on finding solutions by communicating and listening well to others.

EMPLOYMENT

Bowlarama | Glasgow, Scotland April 2025 to Current
Bartender

- Going through various checks for open and close on the venue to ensure everything is clean and presented well.
- Regularly switch between 2 areas and adapt myself to suit each venue area.
- Interact with guests to ensure they have a welcoming and positive experience.

Marriott C&B | Glasgow, Scotland Oct 2024 to April 2025
Bartender

- Provide high-quality bar service for weddings, conferences, and private functions within the hotel, ensuring a seamless guest experience.
- Work closely with event planners, kitchen staff, and management to meet specific function requirements and maintain smooth service.
- Handle varying event sizes and guest expectations while maintaining a polished and professional demeanor in a hotel setting.

Tonight Josephine | Bristol, England Feb 2023 to Sept 2024
Supervisor/Social Media Champ

- Assisted in training new members of staff in different roles in the venue, and assigning crew members to where they preform the strongest on shift.
- Running the social media, by creating content with the guests and staff, and scheduling posts for reaching the optimal audience.
- Learning specs and allergens with various different menu items for the wellbeing of customers, and considering this while expo-ing and running food during high capacity brunches.
- Organising the venue to accomodate various booking sizes, running these book-ings and preparing pre-paid packages for guests.

Roxy Lanes | Bristol, England May 2022 to Feb 2023
Host/Bartender

- Learning various cocktails and what ingredients work well together, as well as contributing towards the bar organisation to help run a smooth shift.
- Organising busy weekend night game schedules ensuring that game times run smoothly, while handling complaints and finding the best way to resolve them.
- Training new members of staff across various sections of the business.

Next | Perth, Scotland & Bristol, England May 2021 to Feb 2022
Sales Assistant

- Skills in customer service as I regularly interact with customers in aiding them to find what they need.
- Experience with tills, completing cash and card transations.
- Using a POS system to locate items, and for counting stock.
- Preparing the store for opening and tidying through out the day to best present the store to customers.

Aviva | Perth, Scotland Nov 2019 to Apr 2021
Insurance Claims Handler

- I would handle calls as the first point of contact for customers and brokers for any enquiries in regard to household claims.
- Increased empathy and communication skills as I would handle calls with people in vulnerable situations.
- I keep composure well as some calls can be emotionally difficult, despite this I use my organisational skills and knowledge to the best of my ability to help the cus-tomer the best way I can.