

Mario Hall Francis

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A highly determined individual, accustomed to working under pressure and using own initiative to finish task to completion. Strong understanding of the objectives and targets without being time consuming. Being able to approach tasks head on, making sure they are done to standards. Providing outstanding customer services and working well as a team to reach a beneficial outcome.

Employment History

Club Med Resorts– Choreographer (Oct 2015 – Oct 2023)

As well as being a choreographer and a customer service representative, The main responsibilities were to interact with the guest and ensure that they're having an unforgettable experience during their stay. Having had the opportunity to travel the world working in many 4- and 5-star resorts many skills and experiences have been obtained. The role of the choreographer consists of the management, organisation and creation of a production of the nighttime entertainment in the resort. Planning rehearsal schedules, liaising with the technical teams and being able to teach dancers and non-dancers alike to create upscale productions.

Escape to freight island - Floor team member (June 2021 - Sept 2021)

The main duties as the floor team member were making sure the food and drinks were delivered to the table and ensuring that the customers were happy and satisfied with the service provided. Other duties include; cleaning, customer contact and helping the bar backs with the glasses and plates ensuring that they are clean to standards and ready for service.

Birdcage Manchester - Dancer (Aug 2014- Nov 2015)

The main roles that were executed was being able to learn choreography and Performing for the nighttime shows. Helping the promotional team in costume to promote the nighttime event for partygoers

Grooves & Moves - Dance Instructor (Aug 2014 - Nov 2015)

Conducting dance lessons for hen parties to give them memorable moments before their big day. The dance lessons would range from, Beyonce's single ladies to retro 80's and even Michael Jackson vs Elvis.

Dog Bowl - Waiter (Sept 2013 - July 2014)

To proceed in the day-to-day task the main job was to take food and drink orders for the guest, clean and reset table, ensuring that the meals were up to restaurant standards and doing check back with the guest to make sure that they were satisfied. Handling the bills of each table and dealing with cash.

Manchester Dance Centre - Administration/Dance Teacher (Feb 2013 –Aug 2014)

On the administration part of this job i had the responsibility in making studio bookings for hen parties, liaising with different studios via telephone for the booking, organising the planning schedule and handling checks. On the dance part of this job my role was to organise and run dance classes or the public, promotional duties and producing the end of year showcase.

Pizza Hut - Waiter (April 2011 – Jan 2013)

As a waiter taking orders for food and drink was the main part of the job. The other duties were; upselling promotional deals, taking phone orders, covering shifts in different restaurants, cleaning and reorganising tables for different bookings and delivering the best customer service to make the customers feel special during their time in the restaurant.

Education

- **Staffordshire University** (2009-2011)
Certificate in higher education for Film Technology.
- **Manchester college** (2007-2009)
National Diploma in Acting
- **Manchester college** (2006-2007)
Ncfe in Arts and Design
- **Manchester Academy** (2001-2006)
8 GCSE's , BTEC Diploma in business

Languages

English (mother tongue), French (intermediate), Spanish (basic)