



Louis Hook

Hospitality & Guest Experience Host

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Languages

English

About

I am a confident, motivated, and hardworking individual with over six years of customer-facing experience in an array of fast-paced environments. I've especially honed my skills as a hospitality and guest experience host, and am well-versed in client advising, complaint handling and store maintenance. Proficient at managing tasks whilst giving clients a five star experience, I am adaptable to varied retail scenarios and am eager to put my strong eye for detail to use in high-end retail environments.

I am a professionally trained actor and performer, possessing several theatrical credits after having completed my training and gaining a First-Class Honours degree at drama school, therefore my communication, organisation and work ethic are exemplary and extremely transferable to the world of luxury retail.

BRANDS WORKED WITH

- Chessington World of Adventures Resort
- G Live, Guildford, HQ Theatres & Hospitality
- Sublime Science

Experience



● Children's Science Presenter & Party Host Entertainer

Sublime Science | Apr 2022 - Now

- Presenting engaging science experiments in new and innovative ways in the form of parties, events and workshops to children aged 4 to 12 years old
- Contacting and coordinating with parents to assess and meet specific event and client requirements; tailoring the experiences to ensure both adults and children are left satisfied and individually catered for
- Following careful safety regulations (including allergens) to ensure the wellbeing of all clients; keeping up to date with event admin, restocks of equipment and liaising with head office

● Hospitality Host

G Live, Guildford, HQ Theatres & Hospitality | Sep 2019 - Mar 2020

- Customer facing position; serving customers in the café and bar areas – barista and bar experience
- Restocking items, dealing with customer queries and concerns, liaising with FOH, kitchen and events teams for smooth running of all departments around every performance at the venue
- Working in the events team for special functions – waiting tables, welcoming guests at drinks receptions and dinners



● Senior Host, Guest Experience Team

Chessington World of Adventures Resort | Mar 2018 - Sep 2019

- Working as a Senior Host in the Guest Help & Information department
- Customer facing position; greeting and interacting with customers, providing advice and solutions to guest inquiries and queries; helping disabled customers with their visit, processing lost property
- Also back of house and admin work, responding to online enquiries
- Dealing with feedback and complaints in a professional manner, face to face and online, as well as resolving escalated incidents involving guests; working in busy periods, dealing with large amounts of guests under pressure

● Deputy Member of Youth Parliament for Surrey

British Youth Council, UK Youth Parliament & Surrey Youth Collective | Mar 2016 - Oct 2018

- Representing the 250,000+ young people of Surrey; helping to lead local campaigns such as 'Make Your Mark' and 'Don't Hate Educate' - engaging with a range of youth participation groups, working with local politicians

and representing the views of young people as the Youth Collective and in partnership with other organisations

- Attending events such as the UK Youth Parliament Annual Sitings and British Youth Council conventions as a Youth Councillor and District Representative on the Surrey Youth Collective

Was also:

Arts Alive Representative Mar 2015 - Oct 2016 Mole Valley Arts Alive Committee, Mole Valley Youth Voice

- Represented young people on the Mole Valley Arts Alive committee, ensuring the views of young people were being represented, working with people of a range of ages
- Attended meetings to discuss and plan events, volunteering to help run the Mole Valley Arts Alive Festival, taking place in the local community, feeding back to Mole Valley Youth Voice

● **Children's Party Supervisor/Performer**

Star Lights Parties (Nikki Yorke) | Jul 2017 - Jul 2018

- Creating a welcoming, joyful atmosphere to ensure all children were engaged and enjoying themselves throughout the party
- Performing dances and encouraging children to join in with the routines
- Setting up/taking down equipment, clearing up and ensuring attendees' safety is maintained at all times

Education & Training

2019 - 2022

● **Performance Preparation Academy**

1st Class in BA (Hons) in Performance in Musical Theatre -

2017 - 2019

● **Godalming College**

A Levels, Politics, Drama & Theatre and Performing Arts

2012 - 2017

● **St Andrew's Secondary School**

GCSEs,