

# Madeline Humm

Trainee Estate Agent

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Friendly, confident and client-focused professional with over four years of hospitality experience across restaurants, cafes, events, bars and member-focused environments. Now looking to build a career in estate agency, bringing polished service, sales awareness and genuine enthusiasm for helping people make important decisions.

## PROFESSIONAL PROFILE

Madeline has built her career in fast-paced hospitality environments where first impressions, customer care and attention to detail matter every day. She is skilled at creating a warm welcome, building rapport quickly, understanding customer needs and delivering a high-quality, personalised service.

She is ready to transfer these strengths into estate agency, with a particular interest in client relationships, property viewings, bookings, sales and supporting customers through the process of finding the right home.

## ESTATE AGENCY FIT

<b>Client Care</b> Regular experience welcoming guests, asking questions to understand preferences and making customers feel looked after from the first interaction.	<b>Sales Awareness</b> Confident recommending food, wine, drinks and services through natural conversation and strong product knowledge.
<b>Presentation</b> Used to refined service environments where professionalism, brand standards and attention to detail shape the customer experience.	<b>Organisation</b> Comfortable managing busy service periods, private bookings, closing procedures and competing priorities calmly.

Suitable roles: Trainee Estate Agent, Trainee Sales Negotiator, Sales Negotiator Assistant, Property Viewing Assistant, Branch Front-of-House / Property Administrator

## WORK EXPERIENCE

### Bartender & Waitress

January 2023 - Present

The Coy Carp - Mitchells & Butlers

Front-of-house hospitality role focused on warm guest care, service flow, product recommendations and maintaining brand standards in a busy environment.

- Delivered a warm welcome to guests, creating a positive first impression and professional customer experience.
- Built rapport with customers through friendly, confident and attentive service.
- Recommended food, wine and drinks based on customer preferences, actively upselling through strong product knowledge.
- Assisted managers during busy periods to support smooth operations and efficient service flow.
- Worked calmly and efficiently in a high-pressure environment while maintaining brand standards.

### Hospitality Staff

December 2023 - October 2025

Moor Park - Moor Park Golf Club

Member-focused hospitality role delivering polished service in a refined golf club and events setting.

- Delivered silver-service dining to club members, maintaining a polished and professional standard.
- Provided attentive, personalised service in a refined member-focused environment.
- Supported events by assisting with service flow, guest care and presentation standards.
- Demonstrated discretion, professionalism and attention to detail when serving customers in a premium setting.

## Front-of-House Staff

April 2022 - June 2022

The Old Orchard - Brunning & Price

Restaurant role requiring independent section management, confident customer interaction and organised service during high-turnover shifts.

- Delivered confident front-of-house service in a fast-paced restaurant with high customer turnover.
- Managed sections independently, taking orders, serving meals and ensuring excellent customer care.
- Built confidence handling customer enquiries, resolving needs quickly and keeping service organised.
- Led a private dining experience for up to 20 guests, ensuring a smooth and positive experience.

## Barista

June 2022 - September 2022

We Love Coffee - RAG Coffee Limited

Community-facing cafe role covering beverage preparation, customer service, workflow and external event support.

- Oversaw coffee shop service and supported the preparation of food and speciality beverages.
- Maintained consistent quality standards and efficient workflow during busy periods.
- Provided friendly, attentive customer service in a community-facing environment.
- Supported privately hired external events, assisting with customer care and service delivery.

## Cafe Assistant

July 2021 - January 2023

Colne Valley Regional Park - Groundwork South

Early customer-service role in a community cafe, combining front-of-house service with responsibility for daily operations.

- Helped develop a vibrant community cafe and delivered welcoming front-of-house service.
- Prepared food and drinks to a high standard while maintaining cleanliness and safety procedures.
- Managed cafe finances and oversaw closing procedures, demonstrating trustworthiness and responsibility.
- Gained experience working independently, staying organised and supporting smooth daily operations.

## KEY SKILLS

### Client Service

Warm first impressions, Rapport building, Customer needs discovery, Personalised service, Professional communication

### Sales & Commercial Awareness

Upselling, Product recommendations, Learning new information quickly, Preference-led advice, Target-driven environments

### Operations

Booking support, Private dining coordination, Opening and closing procedures, Finance handling, Time management

### Presentation

Attention to detail, Brand standards, Silver service, Cleanliness and safety, Polished customer experience

### Teamwork

Adaptability, Calm under pressure, Manager support, Initiative, Positive attitude

## EDUCATION

### UAL Level 3 Extended Diploma in Art & Design

2021 - 2023

West Herts College

Developed creativity, visual awareness and attention to detail, with a useful foundation for property presentation and marketing visuals.

### 8 GCSEs including Maths, English and Food Preparation & Nutrition

2015 - 2020

The Douay Martyrs Secondary School

## CAREER OBJECTIVE

To secure an entry-level role within estate agency where strong people skills, professionalism and sales confidence can be developed into a long-term property career. Madeline is particularly interested in learning how to support buyers and vendors through viewings, enquiries, bookings and branch-based customer service.