

Millie Wilde

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I am a dedicated and personable individual with a strong foundation in customer service and hospitality, supported by a background in digital design and creative technology. My hands-on experience as a restaurant host and waitress in fast-paced, high-end environments has given me a deep understanding of professional service standards and strong knowledge of working in a team. I have completed an intensive, professionally led three-day training course in Dynamic Hosting, which taught me how to communicate effectively with customers using body language, verbal techniques, and psychological insight—especially when handling complaints and difficult situations. This training has equipped me with the tools to remain composed, empathetic, and solution-focused under pressure. In addition, my academic work has developed my digital literacy to an advanced level, including proficiency in Adobe Photoshop, Illustrator, InDesign and computer work in general. I bring creativity, professionalism, and warmth to every role, taking pride in delivering high-quality service and memorable customer experiences.

Personal Details

Driver's License: Cars

Eligible to work in the UK: Yes

Highest Level of Education: A-Level or equivalent

Industry: Arts & Entertainment

Total years of experience: 3

Work Experience

Restaurant Host

The Story of Emily-Liskeard

July 2024 to April 2025

- Delivered exceptional customer service in a fast-paced South African restaurant, significantly enhancing my social, professional, and teamwork skills.
- Completed comprehensive Dynamic Hosting training focused on effective communication techniques, including the psychology of body language, tone of voice, and verbal interaction to create positive customer experiences and handle complaints professionally.
- Developed meticulous professional etiquette, maintaining a polished and approachable demeanour to consistently provide high-quality service.
- Mastered multitasking in a busy environment, efficiently managing guest seating, order coordination, and bar service simultaneously.
- Acquired in-depth knowledge of South African history, cuisine, and culture through a dedicated three-day professional training course centered on the Second Anglo-Boer War and the humanitarian work of Emily Hobhouse.
- Completed wine tasting training with Babylonstoren, a South African sister business, gaining expertise in South African wines and formal service etiquette, including table-side wine presentation.
- Gained extensive bar experience, preparing a wide range of drinks, pouring draught beers, and crafting South African specialty beverages such as Bitter Lekker, garnished with attention to detail for an elevated customer experience.
- Contributed to the restaurant's marketing and events by designing posters, worksheets, and illustrations for seasonal promotions, sales, and activity trails, collaborating closely with management to meet real business briefs and deadlines.

Graphic Design Assistant (Work Experience)

Matrix Marketing & Media Solutions Ltd-Plymouth, Devon

June 2023 to June 2023

- Collaborated one-on-one with the lead graphic designer to develop visual assets for client presentations, gaining insight into professional design workflows and project management within a commercial agency setting.
- Assisted in planning and designing website visuals using Adobe Illustrator and InDesign, and contributed to the creation of a professional client-facing presentation.
- Gained hands-on experience with Font Awesome icons and Photoshop mockups, learning to create polished design assets for web and print.
- Supported live website content editing and social media post scheduling, enhancing understanding of integrated marketing tools and platforms.
- Developed and refined branding and packaging for a personal sustainable soap project, including creating a homepage layout in Adobe XD and preparing branded mockups for display.
- Improved typographic composition and layout techniques, producing brand assets that met professional presentation standards.

Pool Attendant (Seasonal)

Honicombe Holiday Village-Callington, Cornwall

June 2022 to July 2022

- Supervised a public pool environment, maintaining safety standards, engaging respectfully with the public, and promoting a welcoming and inclusive atmosphere.
- Developed early confidence in working independently and making responsible decisions, including maintaining cleanliness and monitoring poolside activity.
- Strengthened interpersonal skills through regular communication with children, parents, and staff, building rapport and ensuring a positive visitor experience.
- This role helped develop my customer-facing confidence, responsibility, and time management—skills that later translated effectively into my hospitality and design work.

Waitress

The Carpenters Arms-Callington, Cornwall

September 2021 to December 2021

- Provided friendly and attentive table service in a busy, fast-paced pub environment, taking food and drink orders, delivering meals, and ensuring customer satisfaction.
- Developed strong communication and multitasking skills by managing multiple tables, coordinating with bar and kitchen staff, and adapting quickly to changing demands.
- Gained early experience handling customer complaints and special requests with professionalism, building confidence in face-to-face service.
- Supported team operations by stepping into additional roles when needed, demonstrating flexibility, teamwork, and initiative during peak service hours.
- This role laid the foundation for my later hospitality skills, teaching me the importance of calm, efficient service and clear communication under pressure.

Education

A Level in EDUQAS Illustration & Graphic Design: A*

Callywith College-Bodmin

September 2022 to July 2024

A Level in EDUQAS Film Studies: A

Callywith College-Bodmin, Cornwall

September 2022 to July 2024

A Level in EDUQAS Media Studies: A

Callywith College-Bodmin

September 2022 to July 2024

GCSE in English Language: 7

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Chemistry: 6

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Art and Design: 8

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Drama: 6

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Photography: 7

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Geography: 8

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Biology: 6

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in English Literature: 7

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Mathematics: 5

Callington Community College-Callington, Cornwall

September 2017 to June 2022

GCSE in Physics: 5

Callington Community College-Callington, Cornwall

September 2017 to June 2022

Skills

- Customer Service & Hospitality Excellence (1 year)
- Organisation & Time Management (3 years)
- Communication & Teamwork (1 year)
- Digital Literacy & Creative Design (3 years)

Links

<https://wildedesign.it.com>

Certifications and Licenses

Driving Licence

December 2023 to December 2033