Dear Sir/Madame,

I have recently graduated with a degree in English Literature, and my career plan is to work within the area of TEFL. My interest in the study of English language was fuelled when I took an English Language course at university, which included modules in grammar and phonetics. I plan on applying for a CELTA course in the future, but would ideally like to gain some teaching experience before doing so. In regards to long term career plans, I would like to teach for two or three years after obtaining my CELTA qualification, and then study a Masters in Applied Linguistics/TESOL, which will allow me to progress further in the field of TEFL.

In my role as a Library Assistant at Glasgow University Library, I deal with numerous foreign students who have problems accessing materials and understanding library procedures. Their problems often stem from a lack of understanding of the English language; many of these students are in the process of studying English, and so require simple and demonstrative advice. This is one of the most enjoyable aspects of my job as I feel passionately about helping students overcome the language barrier. In this respect, my job has made me more culturally aware and given me a greater understanding of the problems faced by foreign students. My job has given me the chance to act as a teacher to students, in supporting them and providing advice. I always ensure that the students understand my advice, and that they subsequently feel more confident in researching and obtaining the materials they require for study. As well as working with young adults at the library, I have had some opportunity to work with children. My mother teaches children aged between 4 and 6; I occasionally assist in their supervision, both in school and on out of school activities such as day trips. However, I would like to further my experience by teaching young learners within an educational environment.

Having undertaken research of English language teaching and countries in which I could work, I feel that South Korea is particularly suited to my current skills. Despite not holding a TEFL qualification, I feel that my degree in English Literature, my knowledge of the English language, and my passion to help other people, deem me suitable to work as a teacher. Furthermore, my reliability, professionalism, and strong work ethic are qualities that I can offer an employer.

I have attached my CV for your consideration.

Thank you,

Fiona Armstrong

**Fiona Armstrong**

15 Coltpark Avenue

Bishopbriggs

Glasgow

G64 2AT

Scotland

Nationality: British

Date of Birth: 02/11/1986

[fiona\_armstrong@hotmail.co.uk](mailto:fiona_armstrong@hotmail.co.uk)

***Home***: 0141 762 9454

***Mobile***: 07889788810

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

­­­­­­­­­­­­

**Education**

**2005-2010**

University of Glasgow

MA (Hons) English Literature- 2.1

**1998-2004**

Bishopbriggs High School

*Advanced Higher:*

Mathematics- B

*Higher*:

Art- C

Chemistry- C

Computing- B

English- C

History- B

Mathematics- A

Psychology- A

*Standard Grade:*

Art- 2

Biology- 2

Chemistry- 1

English- 2

French- 1

German- 1

History- 1

Mathematics- 2

**Work Experience**

November 2008- Present

*Glasgow University Library*

Position: Evening/Weekend Library Assistant

I work in the Lending Services department of the library, providing support to users. The following points detail my main duties as a Library Assistant.

* *Customer Service:* I work at the customer service desk, acting as a first port of call for library users. My job is to provide a friendly, professional and enthusiastic service to staff and students of the university, ensuring that they are confident in understanding library procedures and accessing materials. Often, users’ problems can be detailed and complex; I am therefore required to be attentive, meticulous and provide accurate information in response to enquiries. As an employee, I represent not only the library, but the University of Glasgow. Therefore, it is vital that I provide a highly professional service to all users.
* *Teamwork:* In a typical shift, I work within a team of 8 people. This team is led by a supervisor who delegates tasks which are carried out in a systematic, organised manner. During busy periods, such as examinations, the library can be extremely busy and as a result, the number of user enquiries greatly increases. However, by remaining calm under pressure, and working as part of a team, I am able to meet deadlines while maintaining a high standard of work.
* *Information handling:* The library has standardised procedures and guidelines in place which must be adhered to. I possess a detailed working knowledge of these, which is crucial in dealing with user enquiries. I strive to provide users with the best possible advice, resolving their questions with information from my knowledge base. However, if I am unable to assist with their enquiry, I provide them with contact details of the necessary person, such as a Subject Librarian, or person of higher authority than myself.
* *Administration:* Apart from the above main duties, I am responsible for creating membership records for new users of the library, filing official letters, shelving books, checking shelves for missing items and dealing with lost property. All these tasks require a systematic approach and attention to detail.

April 2005- March 2008

*Cineworld Cinema, Glasgow*

Position: Team Member

During my employment at Cineworld, I worked on two departments: Screen Snacks and Floor. The following points provide information about my role.

* *Customer Service*: Cineworld provided me with excellent opportunities in dealing with the public. My role was to provide customers with a friendly, reliable service and deal with any problems they may encounter. I was constantly aware of the needs of the customer and how my services could benefit them in a positive way. Customers ranged from young children to adults, which provided me with the chance to develop my skills in dealing with all members of the public.
* *Teamwork:* During Cineworld’s peak business hours, I would be part of a team whose responsibility was to deal with anything up to 900 customers. My ability to remain calm under pressure and use initiative allowed me to carry out tasks to a high standard and, as a consequence, contribute to the overall success of my team. Due to Cineworld employing a large number of staff, I developed strong interpersonal skills and so can easily adapt to different group dynamics.Asides from Managers and Supervisors, Cineworld employed a Building Manager, Assistants and Projectionists who each are responsible for the solving of more complex issues that could arise. I was able to follow guidelines in solving issues, but was also aware of the roles of other staff and could identify who should be contacted in certain situations. This was vital in the case of a disturbance, in which I recognised that for the safety of myself and others, Security Staff should be contacted, who were trained to deal with such an occurrence.
* *Adhering to health and safety guidelines*: As a Cineworld employee, I was required to strictly adhere to health and safety guidelines. When dealing with food, I measured temperatures at specific intervals, recording this data, and filing data sheets at the end of the shift for purposes of audits. In addition to this, checks of the fire exits were completed at specific times, with data also being recorded and filed.
* *Training new employees:* On occasion, I was given the responsibility of training new employees, which required me to work through a training booklet with them and ensure they were aware of Cineworld’s procedures. I found that new staff learned quickly through observation, and I would ask them to shadow me for one shift so they could become familiar with what their job would entail. After this, they worked alongside me, so I could observe any areas they were still unsure of. After these stages, they answered questions in the training booklet while I provided support and advice for any problems they may have been encountering.