Mr Ashley Scott Robertson

Service Specialist

CONTACT
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07770631317

PERSONAL DETAILS
Auto Car, Cat A Motorcycle, Cat C+E & ADR HGV

PROFESSIONAL SUMMARY

10 years experience in 5 star, high footfall, guest & customer focused roles.

01 Areas of Expertise

01 Tour Guiding
02 Team Management
03 Organisation
04 Maintenance Supervision
05 Management Meetings
06 Professionalism
07 Accounting (Top 5%, LinkedIn Assessments)
08 Customer Service
09 Event & Crowd Management
10 Security Awareness
11 Interviews & Recruitment
12 Health & Safety
13 Disciplinaries
14 Cyber Security (Top 15%, LinkedIn Assessment)
15 Public Speaking
16 Technology Systems
17 Personal Presentation
18 Staff Training & Development
19 Rota & Staffing
20 Line Management
21 Claude AI Tool
22 Operations Management
23 Microsoft Office
24 Cleaning Supervision
25 Document Management
26 Statistics
27 Team Briefings
28 Grok AI Tool

02 Employment History

APR 2018
TO
PRESENT

Owner & Founder

M93 Ltd - England, Scotland, Wales & Isle of Man

M93 Ltd is primarily a commercial/residential property portfolio holding company registered in the Isle of Man. The company manages and oversees over 16 properties from 3 bedroom apartments to a resort with almost 60 beds. I own 100% and manage 4 property managers. M93 also owns all other ventures and investments by myself.

JUN 2026
TO
PRESENT

Owner

Ardlui Luxury Retreat, Salen Jetty & Thorne Island

DEC 2024
TO
PRESENT

Facilities, Events, and FOH Host

22 Bishopsgate

PORTICO & RAPPORT GUEST SERVICES

| ALSO REFERRED TO AS: **LOBBY HOST**

UNOFFICIAL ROLES:

Smart Spaces & Lenel Specialist July 2022 - Present

Working on behalf of: Amwins Global Risks, Apple, Ashurst Perkins Coie, Beazley, BNP Paribas, BXR Gym, Canada Life, Canopius, Convene, Cooley LLP, Covington & Burling LLP, 4 Gordon Ramsay Restaurants (1 Michelin Star), Hiscox, Horizon 22 Viewing Gallery, Intact Insurance, Korea Development Bank, McDermott Will & Schulte, Motability Operations, Nasdaq, Palo Alto Networks, Pelagos Insurance Capital, Reinsurance Group of America, Secretariat, Skadden, Statkraft, Tata Consultancy Services, The Fidelis Partnership, Rhubarb Hospitality, UiPath, UniCredit, Verisk Analytics, Westfield Speciality, William Blair International, XCHG

Managing guest experience for events with the following companies: JP Morgan, BlackRock, PwC, Deloitte, LSE, KPMG, Barclays, Formula 1, Bloomberg, Financial Times, Aviva, SalesForce, IBM, BAE Systems, Atlassian, Netflix, Deutsche Bank, AON, National AI Awards, RBS, Visit Florida, HSBC & More.

JUL 2022
TO
DEC 2024

Location Supervisor/Team Leader

22 Bishopsgate

PORTICO & RAPPORT GUEST SERVICES

UNOFFICIAL ROLES:

Daytime Team Leader June 2023 - Present

ACHIEVEMENTS:

- Longest serving team member of the lobby ever.
- Supported the successful contract renewal with JLL to provide FOH services for another 3 years.
- Supported phase 2 of the new look FOH space and team size.
- Manage and champion the health & safety for the Portico team, including preparation for site audits.
- Worked within the leadership team to introduce and develop an almost brand new team.
- The first ever team leader to be present in the evening time and be the sole person for all aspects regarding our department on-site.
- Created the foundations and high standards for a brand new section of the lobby team.
- Over a 6 month period, I have successfully built a robust, efficient evening routine and team.
- Developed & Guided one of my team members in a successful application as Team Leader at 22 Bishopsgate's Viewing Gallery.
- Re-designed the daily briefing, the structure of the building tours and completely transformed the way the team contacts all occupiers of the building.
- Provide vital quarterly stats on our visitors to the client.
- Successfully lead the team through challenging situations - including a major city incident.

NOV 2022
TO
MAY 2023

Casual Duty Manager

Lift 109, Battersea Power Station, IMG

ROLE & RESPONSIBILITIES:

- Responsible for the delivery of fantastic KPI results, including a trip advisor rating target of 4.5.
- Responsibility for training and development for all host roles along with the Department Manager.
- Drive retail operations for optimal efficiency and exceptional customer experiences through effective leadership and process optimisation.
- Drive positive culture throughout the team by leading engaging team meetings, maintaining high quality standards, and coaching team members to deliver high standards.
- Manage both good and poor performance in an effective manner, ensuring systems are in place to cope with operational challenges.
- Be knowledgeable about the Battersea Power Station story, be able to recount how energy is made and make recommendations for bars, restaurants and other amenities within the complex.
- Implement and maintain methods of communication between visitors and the attraction.
- Conduct regular site walks to ensure the highest standard of entertainment is being delivered and whilst on tour, observe standards of cleanliness are being maintained and where necessary, report back to senior management.

- Ensure all site personnel are aware of the day's activities and are familiar with the contents of the entertainment packages, groups and schools expected and at particular times and the number of expected.

ACHIEVEMENTS:

- Successfully lead the attraction and team through a 2 month period of the most Operation Falcons (attraction closure) in the company's history due to technical factors.
- Successfully opened the attraction and helped support the standards and procedures currently in place.
- Successfully worked with Battersea Power Station to get all staff access to the break room and locker/changing facilities.
- Wrote the scripts for all host positions and got them signed-off by senior management.

AUG 2019
TO
JUL 2022

Guest Experience Ambassador

The View From The Shard

ADDITIONAL UNOFFICIAL ROLES:

Bespoke Proposal Packages Team Member	September 2019 - July 2022
Tour Guide	September 2019 - April 2022
Table Manager & Host with Absolute Taste	January 2022 - March 2022
Sales & Events Ambassador	September 2019 - July 2022

ACHIEVEMENTS:

- **Offered the role of Duty Manager, Deputy Duty Manager and Events Duty Manager.**
- **1 of the last 2 candidates for the Assistant Guest Experience Manager position.**
- **Management position created exclusively for me.**
- **Long-term training plan to progress to Guest Journey Manager.**
- Implemented several ideas into the viewing gallery's operations.
- Trained staff members to tour guide.
- Provided tour guides to Shangri-La Hotel & Spa staff, board members and 15-50 minute tours on the spot.
- Wrote the three core tour guide scripts for staff.
- I was offered the role with Absolute Taste on a full-time basis, but declined as I wanted to progress within the guest experience department.
- The first ever person to be in the role of Table Host and therefore created the standards and procedures.
- *"One of, if not, the best Guest Ambassador we have ever had in the company."* as quoted by a senior manager.

SEPT 2018
TO
DEC 2018

Ride & Show Operator with Team Leader Secondment

lastminute.com London Eye

MERLIN ENTERTAINMENTS

ACHIEVEMENTS:

- Passed a 2 hour long exam to become an operator of the London Eye wheel.
- Secured management interviews at Sea Life London and The London Dungeon.
- Successfully evacuated the wheel & South Bank with extreme crowding during a potential bomb package threat.

Attended the following courses: Team Leader Training, Train The Trainer, Coaching Skills, Managing Good Performance, Managing Bad Performance, Managing Sickness and Absence, Sales Through Service, Disability Awareness, Conflict Management, Stress Management, Time Management, ACT Awareness and Recruitment.

JUN 2018
TO
DEC 2018

Pier Master

lastminute.com London Eye

MERLIN ENTERTAINMENTS

ACHIEVEMENTS:

- Successfully managing the pier by myself during a terrorist attack.
- Throw buoy, throw bag and life jacket trained by The RNLI.
- Lead the pier operations during an RNLI incident involving a boat with 150+ on-board.

FEB 2019
TO
MAR 2020

Show & Corporate Event Caller

The Crystal Maze Live Experience

LITTLE LION ENTERTAINMENT

ACHIEVEMENTS:

- Secured an interview for Operations Duty Manager.
- The only new Show Caller employed for their new flagship attraction in the West End.
- Created the Duty Manager report on a regular basis.
- Trained new staff members on maze & show procedures.
- Monitored CCTV across the entire attraction, including opening locked doors remotely.

HAPPY TO EXPAND ON:

OCT 2019
TO
FEB 2022

Welcome Host

Tower Bridge & The Monument

CITY OF LONDON CORPORATION

DEC 2018
TO
MAR 2020

Welcome Host

London Cable Car, Employed by Mace, Operated by TFL

MAY 2019
TO
SEPT 2019

Fleet Controller (Interim)

Uber Boat by Thames Clippers

AEG

MAY 2017
TO
NOV 2017

Type 1-4 Rollercoasters, Rides & Attractions Operator

Thorpe Park Resort

MERLIN ENTERTAINMENTS

ADDITIONAL OFFICIAL ROLES:

Winter Engineer	November 2016 - March 2017
Rides & Attractions Host	March 2017 - May 2017
Fright Nights Senior Maze Host	September 2017 - November 2017

FEB 2016
TO
SEPT 2016

Type 2-4 Rollercoaster, Rides & Attractions Operator

Chessington World of Adventures Resort

MERLIN ENTERTAINMENTS

ADDITIONAL OFFICIAL ROLES:

Winter Engineer	January 2016 - March 2016
Rides & Attractions Host	January 2016 - May 2016

UNOFFICIAL ROLES:

Safari Truck Driver	May 2016 - September 2016

03 Education

PhD with MPhil Design Innovation	LOUGHBOROUGH UNIVERSITY
MA Digital Direction	ROYAL COLLEGE OF ART (RCA)
BA (Hons) Graphic Communication	UNIVERSITY FOR THE CREATIVE ARTS (UCA)
Foundation Degree (FdA) Graphic Design Sept 2014 to Jun 2016	WEST HERTS COLLEGE

04 Licences & Certification

No. 01	Type 1-4 Rides & Attractions Operator Licence
No. 02	Accelerated Free Fall (AFF) Level 1-8 Certificates
No. 03	International Skydiving Licence
No. 04	MCA Boat Master's Licence (Tier 1, Level 2) Ref: MCA MSN1853 (M) Amendment 1 - Annex 4 & 5
No. 05	ML5 Medical Certificate
No. 06	STCW Sea Survival, Fire Fighting & First Aid
No. 07	VHF Qualified
No. 08	RNLI Throw Bag, Life Buoy & Life Jacket Training
No. 09	SIA Door Supervisor Licence
No. 10	SIA CCTV Licence
No. 11	Traffic Marshal (Banksman)
No. 12	Personal Alcohol Licence (ALPH)
No. 13	Level 3 Handcuff Training CPD ACCREDITATION
No. 14	Workplace Health & Safety CPD ACCREDITATION
No. 15	Risk Assessment CPD ACCREDITATION
No. 16	Mental Health Awareness CPD ACCREDITATION
No. 17	Mental Health First Aider
No. 18	Fire Marshal CPD ACCREDITATION
No. 19	Fire Evacuation Chair
No. 20	Cyber Security Awareness CPD ACCREDITATION
No. 21	Emergency First Aid
No. 22	Level 3 First Aid at Work EXPIRED

05 Awards & Recognition

Portico Team of The Year
2022 & 2025

22 Bishopsgate House Champions
2022 & 2023

Employee of the Week x8 | Employee of the Quarter x2 | Golden Cape Award xl
The first and only person to receive this award along side the Team's Team Member award.

Back-to-back Team's Team Member of The Week
The first person to receive the award and the only person to receive it consecutively.

Being22 Award
November 2023, May 2024 & September 2026

L&D Champion
July '26, October '26, November '26, December '26
| The first team member to achieve lst twice.
| The highest scoring team member ever overall and for a single month.
| The first and only team member to ever achieve lst place back-to-back.

06 Volunteering

Fire Safety, Evacuation & Invacuation Trainer
May 2021 to Jul 2022

I was also responsible for replenishing all first aid kits, maintaining all additional first aid stock on site and processing new orders for supplies.

Your Voice Counts Representative
Jan 2018 to May 2018

Attending meetings with the senior management team of the London Eye to voice the concerns and issues raised by the ride and show team and to come up with a resolution. I was elected by the team to represent them.

07 Events

Contact Centre & Customer Experience Expo
Nov 2026 to Nov 2026

The Business Show
Nov 2026 to Nov 2026

Event Technology Live
Nov 2026 to Nov 2026

08 Professional Training

OTIS Lift Engineering: Motor Rooms, Backup & Fault Systems, Power Supplies, Hydraulic Vehicle Lifts & Manufacturer Maintenance

Chubb: Access Control Systems, Boon Edam Speed Lanes, Power Supplies, Accessibility Laws and Requirements, Faults & Maintenance

BGIS: Cooling Towers, HVAC Systems, Fire & Sprinkler Systems, Diseal Backup Supplies & Procedures, Water Management and Filtration, Electrical & Voltage Inputs

END OF THE RECORD