

Daniel Gregory

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14 Chalcot Grove, Handsworth Wood, Birmingham, B20 1HJ

PERSONAL STATEMENT

Adept bartender, who enjoys providing a friendly and courteous service for customers and other clients. In addition, an individual with a highly motivated, "can do" attitude, who possesses an exceptional level of adaptability, and thrives both as part of a team, and working unsupervised.

Having worked for a number of years as a bartender at a renowned establishment, has developed extensive customer service and communication skills essential to the role. Examples of this include: managing customer expectations and dealing with customer issues.

This person seeks a position as a bartender with an ambitious and rewarding company that offers excellent opportunities for both personal development and career progression.

KEY SKILLS

- Over 5 years of professional experience providing a high standard of service and customer satisfaction.
- Familiar with Point of Sale systems and other equipment such as glass washing machines.
- Proficient at making popular alcoholic and non-alcoholic beverages such as lagers, traditional ales and juice drinks.
- Competent in the changing/switching of beer barrels and soft drink boxes.
- Always adheres to a smart, professional appearance.
- Eager to learn from and adapt to new environments, experiences and challenges.

EDUCATION

- The Sixth Form College, Solihull, September 2005 – July 2007
- A-Level Information & Communication Technology, AS-Level Music Technology
- Hamstead Hall School, Birmingham, September 2000 – July 2005
- 9 GCSEs including English, Maths and Science

EMPLOYMENT

Bartender

Handsworth Golf Club - www.handsworthgc.co.uk

Handsworth Wood, Birmingham

November 2007 – July 2013

Having worked part-time at this prestigious golf club, responsibilities consisted of manning the clubhouse bar during shifts, serving drinks, handling telephone calls, stock checking and general upkeep of the clubhouse.

Responsibilities & Achievements:

- Can independently maintain a working area with little or no assistance required.
- Being able to handle queries and requests from various people including staff and club members.
- Learning key aspects of the job very quickly such as serving drinks, till operation and money handling.
- Being trusted to open and close the bar when scheduled and start/finish work without being prompted to do so.
- Handled the bar effectively by myself for 4 hours straight on a busy Sunday afternoon when understaffed.

Office Assistant (Work Experience)

Aston & Fincher - www.astonandfincher.co.uk

Perry Barr, Birmingham

June 2006 – June 2006

Assisted those in the accounting department of this hair and beauty supplier by photocopying, printing documents and editing databases on a computer. Also helped stack shelves full of hair and beauty products in the wholesaler's department.

Responsibilities & Achievements:

- Gained experience working in an office environment.
- Improved organisational skills by keeping work area clean and tidy and stacking shelves.

Newspaper Delivery

Acfold Newsagents

Handsworth Wood

June 2002 – September 2004

Delivered newspapers twice a day, to residents in the local area.

Responsibilities & Achievements:

- Gained the trust of my customers through delivering the newspapers on time.
- Managed to complete my school work while working before and after school with good results.