

Pawel Pochmara

London, England, United Kingdom



pochmarek@gmail.com



07 961 931 027



[linkedin.com/in/pawel-pochmara-b675b8141](https://www.linkedin.com/in/pawel-pochmara-b675b8141)

Summary

11+ years of experience in hospitality have taught me a great deal about the art of improvisation and adaptation to challenging situations.

I'm an outgoing and dynamic focused professional who has a relentless drive to deliver quality and inject positivism.

As a true hands-on leader, I'm not afraid to jump in and contribute to a business's overall mission and success. I possess an analytical and expedient approach to problem-solving and would love to be a part of an ambitious and savvy business.

I have always been fascinated by digital. I have been participating in RPG games for a number of years now and this made me realize that I will be best suited in a prospering and fast-paced IT-savvy company where I can make the best use of my attention to detail skills and where it will help me further develop my digital experience.

Experience



Head Bartender

Caravan Restaurants

Nov 2019 - Aug 2023 (3 years 10 months)

Head Bartender

- Ensure that all team members are fully equipped with the tools, skills, behaviors, and knowledge required before customer contact
- Training staff and ensuring they carry out their duties to the standards required
- To be aware of the F&B department's general operating procedures within the restaurant
- Allocating duties to the Bar team during the shift and checking that these tasks are completed to standards
- Creating documents like; opening/closing procedures, and training schedules.
- Stock control, ordering, and communication with suppliers and head office.
- Everyday troubleshooting; like broken equipment, delivery problems, etc.

HeadBarista

- Follow and create recipes to make specialty coffee drinks
- Use equipment such as espresso machines, coffee grinders, and milk frothers
- Knowledge of coffee origins, flavor tasting techniques, and bean varieties.
- Being in charge of ordering, supplier, and roastery communication.
- Organizing training for staff and making sure all standards meet
- Creating a work schedule for baristas team



Guest Service Assistant

Z Hotels

Apr 2018 - Nov 2019 (1 year 8 months)

- Working with OPERA program on a daily basis, booking and reservations management, processing payments.

- Monitoring data management procedures and compliance with the company policy and GDPR.
- Training responsibilities, include communicating with managers to identify training needs and mapping out development plans, managing, designing, coordinating, and conducting training programs for individuals.
- Ensuring that procedures and standards are adhered to and knowledge is shared accordingly.
- Handling external and internal communication in a professional manner.
- Providing support to the Finance team by checking, creating, and issuing invoices
- Checking monthly financial reports and timesheet management
- Proficiently liaised with other departments to ensure an efficient high volume of communication and guest service either written or verbal
- Organising team events and managing entertainment budgets
- Dealing with mail by sending and accepting all letters and parcels for property and guests



Office Administrator

LONDON BUSINESS SOLUTIONS LTD

Jul 2017 - Dec 2017 (6 months)

- Using programs like Quickbooks, Nitro, and Zoho to create or edit invoices for customers, data entry support essential for the company and task management
- Sending paid transactions to Accounts Receivable and Payable
- Assisting external auditors with the end of FY audit - Spreadsheets
- Ensuring smooth and efficient transfer of the information between cooperating companies Tax Busters, Tax 4us
- Reminding customers about their commitments towards the company as delivering essential documents or paying outstanding invoices and adding notes under customers accounts
- Reviewing and processing reimbursements
- Participating in payroll processes
- Making sure that all the documentation are in order, established by company rules and those rules are followed by all employees
- Dealing with all the incoming email by Outlook, by either answering or redirecting them to the right person
- Arranging appointments for customers
- Providing effective communication between customers and the rest of the team, to ensure a smooth service delivery
- Welcoming customers by greeting them in person or on the phone, building up a relationship with existing customers and offering consistently professional, friendly, warm and engaging service with a long-lasting great impression
- Supporting and helping the team with all daily inquiries



Shop Manager

Ginger and White

Aug 2012 - Jun 2017 (4 years 11 months)

- Finding a solution for all short and long-term problems, ability to prevent and predict a potentially difficult situation
- Developing the most efficient and optimal way of work on all levels of shop operations
- Adapted new and more efficient solutions such as Staff lunch schedule, Shop, and Coffee Cleaning policy, Café opening time staff rotation schedule

- Successfully maintaining excellent relationships with clients and suppliers such as Montezuma's, M&A Hygiene, Ambican, England Preserves, English Tea Company, Jing Tea
- Saved the company approx. £30 a week by improving a stock delivery service
- Training and leading a team of 6+, providing discipline and performance feedback
- Ensuring quality of service and adhering to the best legal and safety practices
- Building and sustaining good communication between shops, managers, and staff
- Managing accounting software to create daily and weekly financial rapport
- Monitoring stock control and system replenish
- Managing daily operations of the cafe
- Cultivating a friendly and chatty atmosphere at a café at all times



Bar Supervisor

Le Pain Quotidien

Nov 2009 - Jul 2012 (2 years 9 months)

- Maintained health, safety, and house rules, check the coffee, and drinks quality and prepared drinks
- Trained and mentored new and old members of staff to make sure we create a team of high efficiency and quality of service whilst motivating colleagues
- Organised and constantly improved workspace, ensuring that restaurant standards are met and the bar is well stocked
- Managed a smooth flow of information between managers and employees



Data Entry Quality Controller

Mar 2008 - Nov 2009 (1 year 9 months)

- Data management by resolving rushes and troubleshooting problems
- Prepared source data for computer entry by compiling and sorting information; establishing entry priorities
- Monitored data entry requirements by following data program techniques and procedures
- Reviewed data for deficiencies or errors, corrected any incompatibilities, and reviewed output
- Maintained customer confidence and protects operations by keeping information confidential.
- Processed customer and account source documents by reviewing data for deficiencies; resolved discrepancies by using standard procedures

Education



High School of Milanow

GCE A level

1997 - 2001



ACCA / FA1

Recording Financial Transactions.



Level 2 Food Safety and Hygiene for Catering

Licenses & Certifications

 **Succeeding in Software Testing** - LinkedIn

 **How to Learn Faster** - LinkedIn


 **Four Simple Strategies to Boost Creativity and Productivity** - LinkedIn

 **Stop Overthinking and Manage Your Inner Critic** - LinkedIn

 **Improving Your Memory** - LinkedIn

 **Improving Your Focus** - LinkedIn

 **Critical Thinking and Problem Solving** - LinkedIn

 **Learn to Control Your Attention** - LinkedIn

 **Five Ways to Control Your Time** - LinkedIn

 **ISTQB Foundation Exam Prep** - LinkedIn

 **Software Testing Foundations: Bug Writing and Management** - LinkedIn

Skills

Organization Skills • Internal Communications • Attention to Detail • Data Entry • High Level Of Accuracy • Multi-Store Operations • Store Management • Communication • Event Planning • Customer Service