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**SUMMARY**

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With over 18 years' experience in hospitality, most of it management and senior roles, I am a hospitality all-rounder. I have worked all FOH role but have a particular interest in staff training. I keep a cool head under pressure, exemplified by my work in such high volume venues as Chin Chin and Fathers Office, while at the same time aiming to deliver a unique experience to every guest in the venue, like I have in such intimate venues as Hawthorn Lounge and Burlesque Bar. I have a keen interest in providing something more constructive for the community as a whole. While food and beverage has always been fun and somewhat of a hobby to me, I have come to realise that my real passion is people. My guest-centric style of service has always made this evident, however over the last few years having a big hand in training staff and creating a safe and proactive work environment for staff has helped me learn where my real nourishment comes from.

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**QUALIFICATIONS**

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- IRATA Level 1
- LF Forklift Licence (Licence to perform High Risk Work)
- RSA

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**KEY ATTRIBUTES AND VALUES**

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- Leadership
- Hospitality Industry Knowledge
- Teamwork
- Autonomy
- Commitment
- Initiative
- Adaptability
- Communication
- Training
- Fast Learner
- People Skills
- Stock Control

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**EXPERIENCE**

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**Pepe's Italian and Liquor  
Bar Manager****2021****Responsibilities:**

- General bartending/managing
- Writing cocktail menus
- Solo operations of bar and associated parts of venue.
- Streamlining operations
- Stock control – fixing a broken inventory system

**Milkboy on Fordham (SOLD)  
Cafe Manager****2021****Responsibilities:**

- General Managerial/café duties
- Helping in the kitchen when short staffed
- Assisting in cost management prior to selling venue

**Queen Vee's (SOLD)  
Bar Manager****2019****Responsibilities:**

- Bar manager – occasional temp staff hired
- General floor and bar work
- General cash up duties
- Manning front of house – Solo operation most nights

**Hawthorn Lounge (New Zealand)**  
**General Manager**

**2018**

**Responsibilities:**

- Staff training
- Cocktail Bartending
- Ordering/receiving stock
- Costing Menus
- Stock taking
- General FOH duties (Waiting tables, bartending etc)
- Writing Menus
- Rostering
- Liaising with reps
- Recruitment
- Creating costing devices for whisk(e)y and cocktail classes
- Hosting classes/information sessions both within and outside of the industry.
- Nightly, weekly and monthly cash up reports
- On shift administration duties (licensing, food control)
- Promotions and brand representation (Chivas Regal, Four Pillars, Perrier Jouet, Makers Mark, Campari)

**Achievements:**

- Felix Awards Wellington 2018 "Cocktail experience of the year"

**Chin Chin and GoGo Bar**  
**Bartender/Stock Manager/Waiter**

**2015 - 2017**

**Responsibilities:**

- Staff training, both FOH and within the beverage team
- Cocktail bartending
- Beer line maintenance
- Stock taking
- Beverage list maintenance (Vintage changes, addition/deletion of new and old stock etc)
- Batching maintenance
- Ordering/receiving stock and equipment
- Par level maintenance
- General stock control (credit notes, returning faulty stock etc)
- Waiting tables/floor service
- Re-opening GoGo Bar after refurbishments
- Communication between venues
- Communication with external suppliers
- Participating in in-house cocktail competitions

**Achievements:**

- Consistent <1% overall variance on stock take

**The Park Hotel**  
**Bistro Supervisor**

**2014 – 2015**

**Responsibilities:**

- Liaising between FOH & BOH
- Staff training
- Bartender with emphasis on craft beer

**Retail Savvy (Asian Beer Café, Fathers Office, The Shaw Davey Slum)**  
**2<sup>nd</sup> Assistant Manager**

**2014**

**Responsibilities:**

- Cash handling / balancing a changing float
- Staff training
- Bartender
- Customer Service
- Communication between FOH & BOH
- Sourcing / coordinating staff
- Product knowledge / upselling

- Venue set up / pack down
- Assisting with promotions
- Initial opening of a new venue
- Handling of complaints / security issues

**The Burlesque Bar (SOLD)**  
**General Manager**

**2013**

**Responsibilities:**

- Rostering
- Coordinating in-house security
- Sourcing/coordinating Staff
- Cocktail Bartending
- Writing menus
- Stock Control
- Promotions
- Cash Handling/Balancing registers
- Staff Training
- Auditing weekly balances
- Cleaning
- Venue set up/pack down
- Bussing/Barbacking

**The Prince Albert/Bettenay's**  
**Waiter**

**2012 – 2013**

**Responsibilities:**

- Bartending (Cocktail exp.)
- Waiting
- Kitchen Liaison
- VIP customer service
- Cleaning
- Training Staff
- Cash Handling
- Barista

**Wer2b Diner**  
**Manager**

**2009**

**Responsibilities:**

- Staff Trainer
- Cash handling / balancing floats
- Cleaning
- Customer Service
- Bartending (Cocktail exp.)
- Waiting
- Task allocation
- Stock control
- Going through the motions of shutting down a restaurant, i.e.: covering staff while they attend job interviews, downsizing, stock liquidation.

**Werribee Park Reception Centre**  
**FOH Staff**

**2007 – 2008**

**Responsibilities:**

- Food Service
- Beverage Service
- Cleaning
- Resetting
- Customer Service

**Responsibilities:**

- Staff Trainer
- Cash handling / balancing floats
- Customer Service
- Bartending (Cocktail exp.)
- Waiting
- Task allocation
- Job application handling / Interviewing
- Stock control

**Other Employment**

While hospitality has been my main career throughout the last 18 years, I have also worked as a laborer from time to time, as well as running a body piercing studio for a Hairhouse Warehouse franchise. This latter I actually excelled at, taking a studio with a very poor reputation to becoming one of the busiest studios in Metro Melbourne.

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**INTERESTS**

- Body Modification
- Literature
- Philosophy
- Rock Climbing
- Health and fitness

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**REFEREES**

References available upon request.



**Ella Jackson**

4 reviews



★★★★★ 2 months ago

Two times I have been seated at the bar and rhe INCREDIBLE Patrick has served me. Each time he has made myself and my friends feel so special, cared for and genuinely loved. He has done everything and anything to make us feel at home and have an interesting and exciting experience, however the most phenomenal part is how involved his team seem, and how he seems to treat his staff. As someone who has previously worked in hospo I could have only dreamed of a manager of his calibre. I will continue to come back to Pepe's solely for his genuine kindness, genius and kind heart. I also had the most divine waitress Milly who most definitely deserves a shout out too.

**Paul Showell**

60 reviews · 68 photos



★★★★★ 2 months ago

Food was delicious, lovely setting right in the city. Music a little loud for conversations in a crowded restaurant

**James Hamilton**

13 reviews



★★★★★ 2 months ago

Aesthetic of the restaurant interior was very nice, however the pizza was undercooked and not enjoyable. Drinks were nice

**Nickolás Knox**

Local Guide · 60 reviews · 88 photos

