

Richie Nolan

109 Hook Head, Custom
House Harbour, IFSC,
Dublin1

086-192-3476

richienolan23@gmail.com

EXPERIENCE

Glas Restaurant – Waiter

March 2023 – July 2023

Floor staff waiting tables, controlling my own section and providing a silver service/fine dining experience for the customers, built up a good rapport with the customers and often had some who returned due to the service I provided.

Travel

September 2021 – December 2022

Most recently I just finished up a backpacking stint around Central and South America, visiting as many places as I could before my money ran out. Ask me anything you'd like to know regarding this. I also took this opportunity to practice some of my newly acquired teaching qualification to give 1-1 english lessons to any spanish speaking friends along the way

Nolan's Supermarket – Warehouse Technician

January 2021 – September 2021

Helped to oversee and run the warehousing operations of the supermarket. Delivery checking, stock taking, storage and listing as well as preparing the items needed in the supermarket to be sent for that evening were among the major roles to fulfill.

Frank Keane Volkswagen – Junior Sales Executive

November 2019– January 2021

Worked as a junior sales executive for Frank Keane Volkswagen. As well as making sales the role included day to day running of the showroom such as car displays, web advertising and marketing, helping with events, managing and delivering cars due for NCT, CVRT etc. Unfortunately my time in Keanes was cut short due to issues with the pandemic at the time.

SKILLS

Barista trained:
basic and
advanced
barista training
from
donnybrook
fair

Qualified
forklift driver

Very friendly
and open
personality,
good with
customers

Good head for
numbers and
keen interest in
accounting
studies

HACCP trained

Excellent
communication
skills and work
relations with
other staff

SYMCO sales
fitness and
road to sales
trained

The Ivy Dawson Street – Waiter

September 2018– August 2019

Started off as a waiter doing table service. The standards in The Ivy were high, customer service was first and foremost and as a waiter it was up to us to make sure our customers had the best experience possible. Though difficult the work was doable, possibly serving over 1000 people in an evening.

Brought a lot of value to the team as I was often appointed to serve customers of high importance or celebrities who came to the premises and created repeat business from customers who were served by me before.

Volkswagen
online product
knowledge
training

English and
Spanish
Speaking

TEFL qualified

Donnybrook fair, Malahide – Deli Assistant

June 2017 – July 2018

Though my job description was Deli Assistant, I fulfilled many roles for DB fair while there. The deli, café, butchers, tills and shop floor were all covered by me on several occasions, taking and ordering stock for the deli, ensuring HACCP procedures were met, opening and closing the business.

Also worked separately on a BBQ during the summers, cooking garnishing and serving freshly cooked burgers, sausages and steak sandwiches to customers.

Domino's Pizza, Swords – Delivery Driver

August 2016– February 2017

Continuing with the move into hospitality, I took up the delivery driver as a second job for some extra cash, however I ended up leaving The Garden House in favour of this as it clashed less with my college schedule. At a time when food takeaway service was really beginning to change, drivers actually ended up playing a significant role in the B2C process as we could be the only human contact from the business they may encounter, so customer satisfaction and time management were the main focus here.

Nolans Supermarket, Clontarf – Stores Operations

July 2014 – July 2016

An early job of mine working with my father in the family business, a fairly simple role which involved the daily running and operations of the stores within the supermarket itself. Taking deliveries, managing and maintaining stock levels, keeping the workspace clean and reporting any issues to the management.

EDUCATION

DIT cathal brugha street, Dublin — honors bachelor degree

2015–2019

modules included:

- Wine studies
- Silver service
- Artisan cookery (practical)
- Pastry and chocolate studies (practical)
- Management studies
- Financial Accounting
- Restaurant management (practical)
- Food product development (practical)
- Quality services management

Also currently in the process of conducting a thesis titled 'the use of service in the restaurant industry to upsell products and increase consumer spending'.

references :

- Dermot Kelly (Nolans Supermarket): 08628 8412
- Emma Sinclair (Donnybrook Fair): 087 939 2380
- Jenny Farrell (Domino's Pizza):
- Aaron Gavin (The Ivy): 087 750 4358
- Sarah Ryan (Frank Keane Volkswagen) 0876559466