

# ARMIN MARTH

## Bar Professional

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**Location:** Edmondson Park, Sydney NSW 2174, Australia

## PROFESSIONAL SUMMARY

Dynamic and engaging Bar Professional with experience in high-volume reception venues and a passion for exceptional customer service. Skilled in cocktail preparation, beverage service, and creating memorable guest experiences. Possesses a valid NSW Responsible Service of Alcohol (RSA) licence and TAFE Statement in Cocktail Making. Demonstrates excellent interpersonal skills, ability to work efficiently under pressure, and commitment to maintaining a safe and enjoyable environment for all patrons.

## EDUCATION & TRAINING

**TAFE NSW** - TAFE Statement in Cocktail Making, 2020 - NSW Responsible Service of Alcohol (RSA) Licence and Training, 2023

## KEY SKILLS

**Bartending Expertise:** - Cocktail preparation and presentation - Beverage knowledge and recommendations - Bar setup and maintenance - Inventory management and stock control - Cash handling and POS operation - Garnish preparation and presentation

**Customer Service:** - Building rapport with diverse clientele - Anticipating customer needs - Handling special requests and accommodations - Resolving customer concerns professionally - Maintaining positive guest interactions - Creating memorable customer experiences

**Operational Skills:** - Working efficiently in fast-paced environments - Multitasking while maintaining quality service - Adhering to health and safety regulations - Implementing responsible service of alcohol practices - Venue setup and breakdown procedures - Team collaboration and communication

## PROFESSIONAL EXPERIENCE

### Self-Employed Hospitality Consultant, Sydney, NSW

**Event Bar Specialist** | 2023 – 2025 - Provided professional bar services for private events and small business functions - Developed customized beverage menus and cocktail selections based on client preferences and event themes - Co-ordinated with event planners to ensure seamless integration of bar services with

overall event experience - Managed inventory procurement, ensuring appropriate stock levels for each event - Implemented responsible service of alcohol practices at all events, maintaining a safe environment for guests - Created detailed event plans including staffing requirements, setup logistics, and service timelines - Built and maintained client relationships through professional communication and exceptional service - Collaborated with other hospitality professionals to deliver comprehensive event experiences - Managed financial aspects including invoicing, payment processing, and expense tracking - Provided training to casual staff on cocktail preparation and customer service excellence - Adapted service styles and offerings to accommodate various venue types and client requirements - Received consistently positive feedback for professionalism and service quality

### **Dandana Reception, Liverpool, NSW**

**Bar Staff** | 2023 - Delivered exceptional service in a high-volume reception venue, specialising in serving alcoholic beverages and crafting a variety of cocktails - Engaged with customers to understand their preferences, making personalised drink recommendations and ensuring satisfaction with each order - Managed the bar area, including inventory control, maintaining equipment, and ensuring the bar was well-stocked and organised at all times - Adhered strictly to NSW Responsible Service of Alcohol (RSA) guidelines to ensure a safe and compliant environment for all patrons - Collaborated with other staff to facilitate smooth operation during events, contributing to a team-oriented atmosphere and improved customer experience - Maintained a clean and organised bar area, following all health and safety protocols - Handled cash and electronic payments accurately, maintaining balanced registers

### **Combined Strata, Sydney, NSW**

**Admin Support** | 2020 – 2022 - Managed incoming queries and performed routine tasks with a focus on customer service excellence - Demonstrated strong interpersonal skills when communicating with clients regarding inspections and scheduled maintenance - Maintained professional demeanor and effective communication in all client interactions - Developed organisational skills applicable to fast-paced service environments - Demonstrated ability to prioritise tasks and manage competing demands efficiently

### **ASHM (Non-profit organisation for health professionals), Sydney, NSW**

**Project Officer – Executive Support** | 2017 – 2018 - Provided support to users on the Moodle-based e-Learning platform, demonstrating excellent customer service skills - Communicated effectively with various stakeholders, showcasing interpersonal abilities - Supported CEO in communications with committees and projects, highlighting adaptability and professionalism - Developed strong attention to detail and organisational skills transferable to bar service

## **VOLUNTEER EXPERIENCE**

**Sydney Gaymers, Sydney, NSW Lead Organiser and Administrator |**  
2012 – 2020 - Spearheaded the organisation of numerous gaming events for a registered non-profit LGBTI gaming group, ensuring a welcoming and inclusive atmosphere - Successfully negotiated agreements with various licensed venues to host gaming events, showcasing negotiation and interpersonal skills - Managed administration and funding, handling logistics, budgets, and venue coordination - Moderated an online community, maintaining a positive and supportive space for members - Significantly grew the community, taking it from a small group to a vibrant community of 2,500 members - Developed event management skills directly applicable to hospitality and bar environments

## **ADDITIONAL SKILLS**

- Strong memory for drink orders and customer preferences
- Physical stamina for long periods of standing and active work
- Ability to remain calm and professional in high-pressure situations
- Excellent time management and prioritisation abilities
- Creative approach to drink presentation and customer experience
- Adaptability to changing environments and customer needs
- Client relationship management and event planning expertise

## **REFERENCES**

Available upon request