Jack Norman 146 Falcon Crescent

T: 07539 785 741 Clifton, Swinton

E: [Jackpnorman1996@gmail.com](mailto:Jackpnorman1996@gmail.com) Manchester

M27 8JW

***Personal Profile***

I am a highly motivated, confident and hard-working professional with proven IT and Administrative skills. I possess a flexible proactive manner and remain calm and resilient under pressure. I am a proactive team member with an eye for detail and a conscientious approach with the ability to adapt and prioritise workloads within a rapidly changing environment, I have an excellent level of Customer Service, and strong people management & interpersonal skills.

My recent achievements in my current employment involve the full management of the restaurant section of the business and trusted to deal with the cash flow of the business, including order processing, rota organising, employee holiday allocation &  
people management skills.

***Employment***

**Hospitality Manager – VVV Health & Leisure Club / Goodness Café & Restaurant** (*April 2016/July 2019*)

Working within VVV has allowed me to develop my personal skills greatly since 2011, and this was recognised in April 2016 when I was promoted to Hospitality Manager, this role involved the general management of the Restaurants resource levels, order management, rota organisation, annual leave & disciplinary handling.

During my time in this role, I greatly enhanced my interpersonal skills, having to deal with customer objections, staff concerns and the general management of the entire restaurant, I have excelled in this role and progressed my responsibilities as far as they can go within VVV, and with the liquidation of the company I am now looking to advance my career elsewhere.

**Catering Assistant - VVV Health & Leisure Club / Goodness Café  
& Restaurant** *(July 2011-April 2016)*

In July 2011 I joined VVV Health & Leisure Club as a Catering Assistant, my day-to-day responsibilities were preparing and cooking a variety of food including breakfast items, lunch & dinner as we were open from 8am-6pm and would sometimes host events for large family gathering or corporate events, which had set evening menus, during my time as a Catering Assistant, I learned important skills such as how to work within and lead a team if necessary, food hygiene & time management skills, after excelling in this role for 5 years, I was then promoted to Manager of the Café/Restaurant section of the business.

***Education***

**Ripley St. Thomas CE Sixth Form** *(September 2012 – June 2014)*

During my time at Ripley St. Thomas CE Sixth Form, I obtained 3 A-levels in Sociology, Economics & Psychology.

**Ripley St. Thomas CE Academy** *(September 2007-June 2012)*

During my time at Ripley St. Thomas CE Academy, I obtained 11 GCSE’s including English, Maths, Biology, Chemistry, Physics, Systems & Control Technology, Religious Studies, Environmental & Land Based Sciences, Geography & German.

*References are available upon request.*