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| Ieuan Griffiths | | | | | | | |
|  | | | | | | | |
| mobile: 07759 175994  e-mail: griff.ieuan@gmail.com | | | | | | | |
|  | | | | | | | |
| Profile | |  | | | | | |
|  |  |  | |  | |  |  |
|  | Highly enthusiastic, young intelligent worker that is willing to learn and work hard, and very determined to do a job well. | | | | | | |
|  |  |  | |  | |  |  |
| Career History | |  | | | | | |
|  |  |  | | | | | |
|  | Company | **Ramada Hotel** – Food and Beverages & Events team | | | | | |
|  |  | November 2013 – To date | | | | | |
|  |  |  | | | | | |
|  | Overview | Set up conference, party and dining rooms, served food and fulfilled customers needs and wants | | | | | |
|  | Responsibilities | * Ensure all tables were set up properly and all cutlery was set properly and was clean * Take orders and deliver food to customers. * Handling any customer requests or complaints | | | | | |
|  |  |  | | | | | |
|  | Experience Gained | * + Learnt to interact with customers, and to deal with their complaints and requests   + Learnt to ensure presentation of food was acceptable, and to keep good hygiene when handling any food, or anything that customers would eat with or off. | | | | | |
|  |  |  | | | | | |
|  | Company | **Jimmy Spices Sutton Coldfield** – Bartender | | | | | |
|  |  | April 2014 – To August 2015 | | | | | |
|  |  |  | | | | | |
|  | Overview | I needed to be able to make a large variety of Cocktails, and serve other drinks. | | | | | |
|  | Responsibilities | * Work very efficiently while maintaining a high standard of service and high-quality drinks (presentation and taste) during busy hours, often at least 100 orders per hour * Setting up the bar in the mornings, generally making it ready for the day, making sure all the equipment was clean and in the correct place, cutting drinks garnish for the day and closing it down at the end of the night. * Monitor and maintain stock levels on the bar, from drinks in the fridge to wines in the cabinets, replacing kegs in the cellar when empty and replacing the soft-drink syrup when empty. Also taking in deliveries once a week and unboxing and arranging on shelves in the stock room. * Serving customers on the main bar, and taking drinks to customers’ tables if there was a shortage of waiting staff. | | | | | |
|  |  |  | | | | | |
|  | Experience Gained | * + Learnt how to work in a high work-load, high pressure environment.   + Providing good customer service and satisfaction.   + Learnt the relevance of being part of a team by splitting jobs accordingly, whether it was at the start, during of end of the shift   + Learnt the importance of having responsibilities that other team members relied on me to do. | | | | | |
| Education | |  | | | | | |
|  |  |  | | | | | |
|  | **Secondary Education** | **2008 to 2015** | | | | | |
|  | GCSE (2012-2013)  A Levels (2013-2015) | Maths  Science  Additional Applied Science  Physical Education  Business Studies  OCR Level 2 National Award in ICT  English Language  English Literature  French    Business Studies  Economics  IT | A  A  A  B  B  Merit  C  C  C  C  D  D | | | | |
|  | **Other** | **June 2013** | | | | | |
|  |  | Duke of Edinburgh’s Bronze Award | | | | | |
|  |  |  | | | | | |
|  |  | **October 2011** | | | | | |
|  |  | Young first aider – first aid for sports award | | | | | |
|  | **Higher Education** |  | | | | | |
|  | University of Chester (2015-2018) | Bachelor of Science with Honours in Computer Science | | | TBC | | | |
| Interests | |  | | | | | |
|  |  | | | | | | |
|  | I enjoy going to the gym as it is good exercise and benefits my health and mind, and I also enjoy outdoor exercise, like running and cycling. I also enjoy watching sports, my favourite being football, and socialising with my friends. | | | | | | |