| Professional Headshot of Man |  | Jakob Douglas  Food and Beverage attendant |
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| About myself G’day and thank you so much for reviewing my resume; My name is Jakob Douglas, I have over a decade’s worth of extensive experience in the hospitality industry ranging from catering services to bar management, back of house cash handling, working with government agencies and paperwork to silver service and large-scale functions and events. I’m self-driven and am always seeking new opportunities to further educate and acquire new skills in my field. I work best under the pump and with a team that keeps high standards and a great level of professionalism. I am more than willing and excited to learn new skills on site and believe I would be an extremely valuable member of your team, I look forward to working with you – Jakob. Contact PHONE:  0433351248  EMAIL:  Jakobdouglas1@gmail.com Hobbies Martial arts (have represented SA nationally and trained overseas)  Health and Fitness  Travel and acquiring new skills  Mixology  Fermentation and creation of Wine and distilling Spirits Referees Cate Kilgariff-DM and Gaming Manager at the Highway Hotel  **0400274058**  Benjamin Cullen- Former workmate and sommelier  **0432900806**  Edward Whittington- Former DM and manager for the Bistro at the Highway  **0421829997**  Monique Nelson- Current VM at BarRiot (close friend and professional in the business)  **0406144204**  Jessica Mably – Current Functions and Events manager at Chalk Hill Winery (former workmate)  **0450103772**  Linh Pham- Current Functions and Events coordinator at the Highway hotel  **0432262553** |  | EDUCATIONFlinders University 2018 – Present (currently deferred)  Combined double degree and Masters in Physiotherapy and Health Science.  **AHTS Training- Cert II in Hospitality**  2013  Responsible service of alcohol  Responsible service of Gaming  Health and safety procedures  **AHASA- Gaming (Basic certificate)**  2017  Basic gaming, use of machines and laws surrounding them as well as how to write reports and cash handling.  **AHASA-Gaming (Advanced Certificate)**  2019  Advanced gaming, dealing with governing bodies and refresher of previous course  **AHASA- Gaming (Further Advance Gaming)**  2020 – Present  Gaming Management and refresher course WORK EXPERIENCE (in Hospitality)BarRiot-Bartender/Service Staff -2022-2023  -Creating cocktail lists  -Expanding wine knowledge and providing my knowledge to guests  -Full knowledge of dining options so that I can explain the dishes thoroughly to guests including background on origins etc.  -General bar supervisor works  -Tills and functions systems 2KW- Bar and Function team -2022  -Cocktail bar work on the terrace  -General stocktake  -Dining service  -Function food and catering services  -Creating a bespoke environment for functions  -Liaising with sommelier for wine pairings Orpheus Island Lodge- Marine Office/ 5-star dining / cocktail classes -2021-2022  -Liaising with guests to organise activities  -One on one interaction with guest to create a bespoke experience  -Dining services catered to individuals with 5-star service and exclusive menus  -Creating and running a variety of “masterclasses” for guests to experience including cocktail classes and wine/spirit tastings  -Bar service inclusive of stock ordering creating menus stocktake etc. Highway Hotel – Food and Beverage attendant / Functions supervisor / Gaming Manager 2016–present  -Organizing and running private functions of up to and over 200pax  -Liaising with kitchen and BOH to run a timely service of entrée main and desert service  -Memorizing seated positioning and tables without the need of physical aids  -Memorizing and reciting large scale orders for tables  -Providing silver service for functions and dining  -Knowledge of cocktails and flair for main bars  -Cash handling up to and over 30K daily  -Floating tills and balancing back-end systems and safes  -Till and macros system management  -Dealing with cheques and EFT transfers  -Dealing with barring systems police and governing bodies  -Handling any and all situations in a timely manner while keeping the patron happy  -Patron evections and mediation  -External events and functions  -Service with a smile (Even under a Mask) The Pontoon on the Torrens - Food and Beverage attendant 2018-2019 (seasonal work)  -Provide high class casual dining and drinking atmosphere for clients  -Provide food and beverage service  -Restrict access to those with passes or admittance  -General maintenance and cleaning duties  -Stock management  -Set up and use mobile till and macros systems  -Cash and food handling procedures 2KW – Bar Attendant / Boots and maintenance staff 2016–2017  -Provide a fun and safe environment in this upper-class cocktail bar  -Set up for the bar including bar and restaurant  -In charge of stock and Keg rooms  -Furniture and hotel maintenance  -Bar service  -Till operation  -Working with external events and hotels within the CBD  **The International Tourism Hostel in Qufu (CHINA)- Hostel Cocktail and Bar manager**  2015-2016  -Memorizing classic and new cocktails and providing service with flair  -Till and booking management  -Cleaning  -Cash handling  -Stock ordering  -Includes working behind the Shangri-la Hotel Bar serving cocktails on a Halloween event  -Communicating with tourists and locals alike  -Creating a warm and welcoming environment despite a language barrier  -Food service both casual and table  **TGI Fridays – Bar manager/ Service attendant / Waiter**  2013- 2015  -Coffee and Desert preparation and service  -Table Service  -Bar management  -Stock management  -Rostering and shift changes  -Creation of Beverage lists including wines and cocktails  -Cash handling  -Customer service  -Booking system management  -Till system management  -Suggesting pairings of wines for food  -Flair bartending  -Corner Bar Theory  **Verve Bar – Bar supervisor**  2014- 2015  -Delegate roles within the restraint and bar  -Provide cocktail beverages both traditional and new  -Provide table service  -Till and back of house management and accounting  -Pay roll duties  -Cleaning duties  -Deal with customer requests and or complaints professionally and in a timely manner  **Texas Bull Machine- Food and beverage attendant/ Function coordinator and cook (mobile catering)**  2009-2017  -Provide beverage and food service  -Set up large scale functions Like weddings and military dinners  -Provide both silver service as table service as well as roaming canapes  -Run small private functions without need of direction  -Cook meals and set up spits and banquet tables for up to 200+ patrons  -Manage cash  -Manage food safely both cooked and raw  -Cart service as well as abilities to carry more than 4 plates at a time  -Customer service at casual and extremely professional levels depending on the event catered to |