

Thomas Hodge

About Me

After nearly ten years in customer service, sales and promotions, I am focused on furthering my career. During my employment, I have acquired a multitude of important skills. These skills, coupled with my personal attributes and desire to learn more, make me a great candidate for a role within Fresh Events.

I am a well presented, ambitious team player who strives to do the best for my employer and the best for myself and I am looking forward to a new challenge.

Education

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December 2004	Graduated year 12 Cavendish Road State High School
February 2014	Completed Certificate II in Tourism (Flight Centre Travel Academy Scholarship)

Professional Experience

Restaurant Manager

Date 2004 – 2014

Organisation Otello on Oxford

Position Restaurant manager from 2007 (prior to that, waiter and barista)

During my time as a restaurant manager, I have:

- managed a team to achieve financial and other outcomes set by the restaurant owner;
- been involved in the recruitment process. I have developed a good judge of character and an eye for assessing whether a candidate is suitable for the job;
- trained staff on all aspects of their role and the procedures and protocols of the restaurant;
- been a sales leader and trained staff in sales techniques (including identifying customer needs, upselling and cross-selling);
- demonstrated the ability to motivate and create a vibrant team and to build strong working relationships (including identifying different personality types and adapting my approach accordingly);
- been supportive of colleagues, acted with professional integrity and maintained confidentiality;

- shown an adeptness at addressing conflict between staff members and customer complaints;
- been given a high degree of responsibility and proven myself to be trustworthy, punctual and reliable;
- been responsible for opening and closing the restaurant, overseeing the day to day running of the restaurant, handling money and operating the register, monitoring stock levels and ordering stock, checking deliveries and paying invoices;
- demonstrated that I am not afraid of hard work. I thrive in the fast paced environment and work long hours if required;
- shown myself to be calm under pressure, resilient and easily able to adapt to changing circumstances;
- shown that I am keen to learn new skills and am a fast learner;
- identified areas for improvement and made suggestions to the restaurant owners;
- demonstrated attention to detail and superior time management skills, ensuring the restaurant runs smoothly and efficiently, with customers being served in a friendly and timely manner;
- been a great communicator and confident decision maker;
- played a key role in establishing a regular clientele through high levels of customer service, my affable nature and delivering a consistently high quality product;
- educated myself on and placed a focus on compliance with safety, food, alcohol and other relevant laws and guidelines.

Music Events Promoter

Date 2010 – Present

I have worked promoting both large and small scale music events. This has taught me excellent time management skills and never interferes with my other employment.

During my time as a promoter, I have developed a broad network of both professional and social contacts and relationships across a wide range of professions and industries. Within this network are people of varying ages with whom I am easily and comfortably able to interact.

In my promotional work I have effectively utilised both direct and indirect marketing techniques using different media (e.g. in person, telephone and online).

Contact Details

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Referees

I would be pleased to provide referees. Please let me know if you would like me to do so and I will provide their details.