

# Maxine Curry

## Bar Manager

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### PERSONAL SUMMARY

A clear thinker, who is always in control when things get hectic at the bar. Maxine will ensure that all customers who visit or contact her hotel or use its facilities have their expectations met and exceeded. She is someone who consistently monitors guest reactions and confers frequently with service staff to ensure total patron satisfaction. As a born negotiator she can successfully talk through disagreements between highly entrenched parties. Right now she is looking for an opportunity to build a career with a company that has a friendly, flexible working environment where she can learn, develop and thrive.



### CAREER HISTORY

#### Hotel - Coventry

BAR MANAGER Sep 2014 – Present

Responsible for managing the bar service area within the Hotel, and ensuring that customers are served promptly and courteously, in accordance with the highest standards possible.

#### Duties:

- Ensuring that each individual drink or liquor bottle ordered by a customer's is of the highest quality possible.
- Constantly monitoring and maintaining the cleanliness, sanitation & organization of an assigned bar working area.
- Inspecting the bar set-up, checking for cleanliness etc. and rectifying deficiencies with respective personnel.
- Ensuring that cash procedures are adhered to and strictly monitored, especially the preparation of beverage bills.
- Making sure that all bar staff are fully aware of the hotels licensing laws and know how to implement them.
- Monitoring stock levels and ordering wines & spirits as necessary to ensure that they do not run low at peak times.

Marketing Company - Coventry DUTY MANAGER Jun 2012 - Sep 2014

Distribution Company - Leeds TRAINEE MANAGER Jan 2010 - Aug 2012

### PROFESSIONAL SKILLS

#### Management

- Strictly abiding by state liquor regulations, particularly those prohibiting service to minors and intoxicated persons.
- Anticipating a guests needs & responding promptly to their requirements no matter how busy/what time of day it is.
- Knowledge of various drink recipes, beverage service standards, food service, kitchen catering, menus & cocktails.
- Planning special events, bar promotions, happy hours & nightly specials using the very latest marketing techniques.
- Preparing weekly work schedules in accordance with staffing guidelines/forecasts for expected busy periods.
- Providing a warm and friendly customer service that contributes to the overall customer experience at the bar.

#### Personal

- Punctual, sociable, reliable and able to work unsupervised at times as well as being able to work as part of a team.
- Adhering at all times to the strictest interpretation of all relevant Codes of Practise and Professional Conduct.
- Superb communication skills & able to develop good working relationships with colleagues and other managers.

### ACADEMIC QUALIFICATIONS

South East University 2006 - 2009 Business Management Degree

North East College 2005 - 2006 Diploma in Management

Sparkbrook College 2004 - 2005 Diploma in Business Administration

Sparkbrook College 2004 - 2005 Diploma in Marketing

Coventry School 2000 - 2004 A levels: Maths (A) English (B) Technology (B) Science

REFERENCES - Available on request



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