



Ty Thomas

Bartender

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Languages

- French (Basic)
- German (Basic)
- English (Native)

About

Experienced retail professional with a background in sales and customer service at Debenhams. Skilled in product labelling, stock management, bespoke orders, and enhancing customer loyalty. Flexible and adaptable across various retail environments, ensuring excellent customer experiences and efficient store operations.

BRANDS WORKED WITH

- CHILDREN sporting 4 schools
- HAP Recruitment
- baab n sul (Korean bar/ restaurant)
- Ramo Ramen Soho
- The Chelsea Pig
- Debenhams

Experience

- SPORTS COACH FOR**
CHILDREN sporting 4 schools | Sep 2023 - Now

Coordinated preparatory activities with competition schedules. Identified individual strengths and weaknesses, adapting training programmes to suit. Collaborated with nutrition and physio teams to deliver holistic coaching and care. Delivered lessons with enthusiasm and positivity to inspire students to consistently achieve against goals Maintained safe training environments for minimised risk of injury. Judged athletic performances, categorising participants and providing detailed feedback
- HAP Recruitment | Jul 2023 - Jul 2023**

Reworked complex schedules and calendar plans to meet unexpected changes or demands. Liaised with venues, caterers, and entertainment providers to schedule events in alignment with availability Promoted upcoming events to drive awareness, increase attendance and support client success. Distributed event plans and schedule details to staff, driving operations through continuous follow-up. Welcomed guests into venues, showing them to tables and providing menus. Designed event set-up and displays to match client requests.
- EVENT ASSISTANT**
HAP Recruitment | May 2023 - Aug 2023

Assisted patrons with locating restrooms and concession stands. Developed timelines and schedules to support event logistics, coordinating with catering entertainment and service providers for seamless execution. Reported escalated complaints to senior event staff for complex remediation. Patrolled car park to monitor vehicles, identify problem behaviour and prevent damage or theft. Prepared premises and supplies for arriving guests. Set up equipment in pre-determined layouts and locations to meet event needs.

EVENT SUPERVISOR
- COCKTAIL BARTENDER**
baab n sul (Korean bar/ restaurant) | Jun 2022 - Dec 2022

Maintained bar stocks, replenishing daily as necessary. Prepared mixed drinks and poured wine, beer and non-alcoholic beverages within target service timeframes. Followed food safety and hygiene requirements to protect guests. Kept bar service areas stocked with tea, coffee and espresso. Welcomed guests with friendly conversation and fun atmosphere. Prepared ingredients and garnishes for cocktails and signature bar drinks.
- BARTENDER**
Ramo Ramen Soho | Feb 2022 - Aug 2022

. Provided efficient food and drinks service for high levels of customer satisfaction. Followed food safety and hygiene requirements to pro-

tect guests. Retained in-depth bar and menu item knowledge, providing expert recommendations to suit guest taste. Coordinated daily replenishment and stock resets to maintain organised, tidy bar space. Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability, Created range of alcoholic and non-alcoholic mixed drinks for establishment guests. . Inspected customer identification to verify age against legal standards.



- **FRONT OF HOUSE TEAM MEMBER**

The Chelsea Pig | Oct 2021 - Dec 2021

Provided friendly, courteous service, maximising positive customer satisfaction ratings. Polished glasses and cutlery to pristine standards. . Maintained attractive, clean and orderly spaces, creating a welcoming atmosphere for customers. Totalled bills for customers and accepted payment via cheque, currency and card payments. Resolved guest complaints promptly and professionally, notifying restaurant management of concerns. Memorised complete menu and offered guests knowledgeable suggestions.



- **SALES ASSISTANT**

Debenhams | Jan 2020 - Aug 2020

Updated product labelling and pricing to reflect discounts and offers. Received and processed product returns. . Built lasting relationships with clients through customer service interactions. Monitored display stock levels, replenishing for consistently well- stocked sales floor. Fostered positive relationships with customers to enhance loyalty and retention. Went above and beyond by helping customers to locate stock, making bespoke orders where possible.

Education & Training

2022 - 2023

- **Royal Holloway, University of London**

Bachelor of Science,