

Curriculum Vitae

Personal Details

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May 2019 - Present
The Sun Verge, Rhyl | *Marston's PLC*
www.thesunvergepubrhyl.co.uk
Assistant Manager

May 2017 - May 2019
Brewers Fayre Restaurant | Whitbread Group PLC
Brewers Fayre Craigside & Brewers Fayre Afon Conwy
Team Leader

December 2014 - May 2017
Liquid & Envy Nightclub, Wrexham | *The Deltic Group*
www.delticgroup.co.uk
Deputy Manager

Supporting the General Manager in overall running of a 1700 people capacity venue, ensuring nighttime operation runs smoothly and all Licensing and Health & Safety aspects of the venue are adhered to.

Responsible for 1 Assistant Manager, 6 Supervisors and 50+ members of staff on an evening nighttime session, assisting them with training & development in key areas of the business such as Payroll, Aztec & Customer Service.

- Sales & Marketing - Direct, Indirect, Website, Social Media and Sms & Email communications
- Payroll - Staff, Security, Promotion's Team & Dj's
- Stock Control of the venue to achieve good results
- Finance - Forecasting, Budgeting & monthly P&L
- Working on promotion plans to increase sales.

Work Experience (cont)

April 2014 - November 2014
[&?] - And What Student Events Ltd.
www.andwhatparties.com
Deputy Business Manager

September 2012 - April 2014
Peep Nightclub, Bangor | *Yellow Hammer Bars*
www.peepnightclub.com
Deputy Manager

February 2012 - September 2012
Atmosphere Bars & Clubs Ltd.
www.broadwayboulevard.co.uk
Designate General Manager

- Supporting venues awaiting management teams
- Modello Bar & Kitchen, Yeovil | Chicago Rock Café, Barnsley | Balestra Bar & Clubrooms, Northampton.

January 2007 - September 2012
Broadway Boulevard Nightclub, Llandudno
www.broadwayboulevard.co.uk
Assistant Manager [2010 - 2012]
Operational Staff [2007 - 2010]

Personal Statement

• I am an extremely enthusiastic, hard working & self motivated individual with a keen eye for detail. I am well organized, tidy and very accurate with time keeping. I like to meet new people and enjoy the company of others around me.

A hard working self motivated & ambitious individual with an extensive experience of working within the leisure and hospitality industry, always willing to take on a challenge and learn now aspects of any business from every angle possible. I strongly believe in reaching & exceeding target, I am a highly creative & energetic person with a strong business acumen.

Education & Qualifications

St Johns Ambulance, Llandudno Center
• Emergency First Aid at Work

Advanced Training Courses – 100% Completion

- Managing Anxiety
- Cellar Management
- Creating Articles for Media
- Engaging with the Media
- Media Interview Skills & Knowledge
- Manual Handling
- Food Allergens
- Age Verification
- Drug Awareness
- Food Safety Level 2
- Health & Safety Level 2
- Front of House Health & Safety Level 2
- Award in Underage Sales Prevention
- Customer Service Skills
- Control Of Substances Hazardous to Health
- Equality & Diversity
- Disability Awareness
- Conflict Management
- Fire Marshal (*Non-Incendiary*)
- Licensing for England & Wales
- 70+ Additional Specific Training Modules

Alcohol Licensing
• EDI National Certificate for Personal Licence Holders
- Accreditation No. 100/4865/0

September 2006 – April 2008
College Llandrillo, Rhos on Sea
• Intermediate Construction Award in Plastering

2001- 2006
Ysgol Y Creuddyn, Secondary School
• 9 GCSES *including Math's, English & Welsh*

Interests

• In working within such a fast-paced environment I appreciate the need for rest & relaxation which I do through taking regular visits to the outdoor ski slope aswell as the indoor ski slope in Manchester to develop further Snowboarding Skills.

I also thoroughly enjoy various aspects of Art & Design & regularly various ICT Graphics packages to create my own work along with spending the required quality time with my friends & little girl.

Key Skills

- Exceptional Skills:
 - Courageous
 - Decision Making
 - Committed
 - Multi Tasking
 - People Skills
 - Social Media
- Confident:
 - Working under Pressure
 - Team Working
 - New Challenges
- Knowledge:
 - Customer Service
 - Welsh First Language
 - Health & Safety
 - Employment Law & Approach
 - Vast amount of experience dealing with Social Media
- Project managed external contractors such as design, media and PR agencies.
- Over 10 years experience within the leisure industry focusing marketing & communications to ensure guests enjoyment & engagement as well as developing, Delivering & managing marketing strategies.
- Direct line management of a team of 7 and overall responsibility of a venue capacity of 1700 and 50 staff members which include Djs, Door staff & Bar Staff.
- Conceived & delivered marketing and PR campaigns to increase revenue, footfall & guest engagement whilst ensuring viable return on investment.
- Currently working in a consultancy basis developing & implementing a strategic & tactical communications plan to accelerate business development & revenue growth.

References

- References & recommendation letters are available upon request.

There are also various endorsements & recommendations available via my LinkedIn profile highlighted within the personal details section.; uk.linkedin.com/in/azzlennox/