Charles Jones

Litchmere Farmhouse

Litchmere Lane

Kirby Cane

NR35 2HR

T. 07584164646 | Charles.t.s.jones@gmail.com

**EDUCATION & QUALIFICATIONS**

**Millfield School: 2015 - 2020**

A Levels: Economics Drama Psychology

**Oxford Brookes University: 2020 - 2023**

BSc With Honours: Business and Finance - 2:1

Relevant Modules: Corporate Finance, International Finance, Applied Financial Skills, Accounting and Financial Information, Financial Markets and Institutions, Mathematics for Economics and Finance.

**WORK EXPERIENCE**

**Waiter/bar staff | Zia Maria, Italian Restaurant | Ascot May 2019 to September 2019**

Bar staff and waiter

* Working in the restaurant as head barman, making cocktails and ensuring the bar ran smoothly.
* Waiting on the restaurant floor, taking orders, serving food and drinks.

**Events Manager | The Greatest Escape Ltd June 2018 to May 2022**

Coordinated logistics for large-scale events such as weddings, corporate functions, and private parties, working with customers to ensure all their requirements and expectations were met.

* Liaise with suppliers, management and operational departments to ensure the properties were ready for arrivals and special requests were in place prior to arrival.
* Co-ordinated operations across all venues, ensuring smooth service, operational efficiency, and adherence to company standards.
* Manage customer arrivals, welcome and check guests into the properties.
* Action all queries as required.
* Manage bar/stock and co-ordinate a team of bar staff during events such as weddings and corporate parties.

**Waiter/bar staff | The Fifield Inn March 2022 to September 2022**

Worked as bar staff and waiter

* Serving customers on the restaurant floor, taking food orders, serving food and drinks.
* Head barman, making cocktails and pouring drinks for customers while ensuring the bar was fully stocked, clean and running smoothly.

**Front of house Manager | West Chop Club May 2023 to October 2024**

Managed day-to-day front of house operations, ensuring smooth and efficient service for high-end club members and guests.

* Delivered exceptional guest experiences by overseeing reservations, dining services, and events, ensuring all club policies and standards were met.
* Acted as the main point of contact for guests, addressing inquiries, resolving complaints, and maintaining a positive club atmosphere.
* Assisted in organizing and executing private functions, events, and special gatherings for club members, ensuring a high level of guest satisfaction.
* Coordinated with the kitchen, bar and back-of-house teams to ensure seamless communication and service delivery.