

Jemmesha Larman

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A hard working, technologically savvy and self-motivated individual with a range of experience helping businesses in various sectors to thrive. Extremely skilled in prioritising and completing tasks to an extremely high standard. Broad experience using Microsoft Office and Quickbooks. Able to adapt with ease to any work environment and become an important, contributory member of any team.



Skills

- ◆ Great adaptability
- ◆ Exceptional customer service
- ◆ Teamwork
- ◆ Organisation
- ◆ Microsoft Office
- ◆ Time management
- ◆ An eye for detail
- ◆ Social media marketing
- ◆ Quickbooks



Work History

- ◆ **Dec 2021 - Current Bartender**
Jamaya , Birmingham
 - Implemented drink preparation procedures that require significantly reduced wasted stock.
 - Followed all safety requirements for alcohol service and maintained network of available ride services for inebriated customers.
 - Merged productivity initiatives while complying with restaurant policies and procedures.
 - Determined business needs by acquiring client feedback for process improvements.

- Decreased waste, following strict recipes and drink measurement protocol.
- Guaranteed optimal beverage stock by assessing inventory and collaborating with owners for corrective action planning to limit expenses.
- Kept bar presentable and well-stocked to meet customer needs.

**Jul 2021 -
Dec 2021**

Bartender

Adian's Dining, Birmingham

- Serving as one of the main points of contact.
- Demonstrate full knowledge of menu items, contents and preparation methods.
- Welcome newly arriving guests.
- Thorough sanitise the bar at the start and end of each shift.
- Mix, prepare and serve drinks.
- Deal with customers complaints professionally and fairly.
- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.

**Jul 2018 -
Dec 2019**

Administrative/Personal Assistant

Community Education Services , Birmingham

- Prepare communications, such as memos, emails, invoices, reports and other correspondents.
- Process the intake of new students.
- Answering phone calls, photocopying and printing.
- Preparing documents for meetings.
- Order office supplies and research new deals and suppliers.
- Develop more efficient filing systems and customer database protocols.
- Generated reports and typed letters in Word and prepared PowerPoint presentations.
- Supported efficient meetings by organizing spaces and materials, documenting discussions and distributing meeting notes.

**May 2019 -
Nov 2019**

Head Bartender

Ground Central Lounge , Birmingham

- Maintain facility compliance with health codes, sanitation requirements and licence regulations by completing tasks according to company handbook.
- Elevate customer service by training staff, optimising restaurant operations and efficiently resolving order issues.
- Monitoring spending and budgets in regards to stock and bar inventory.
- Optimise stock levels by overseeing bar inventory, restocking supplies and regularly placing orders.



Education

Higher Education : Business Management

May 2021 - *University of Wales Trinity Saint David - Birmingham*
Current

- Continuing education in Business Management.

◆ **Sep 2016 -** **Level 3 Qualification: BTEC Diploma in Mechanical Engineering**
Jul 2018 *Aston University Sixth Form - Birmingham*

◆ **Sep 2014 -** **Level 2 Qualification: GCSE Core Science**
Jul 2016 *Aston University Engineering Academy - Birmingham*

◆ **Sep 2014 -** **Level 2 Qualification : Additional Science**
Jul 2016 *Aston University Engineering Academy - Birmingham*

◆ **Sep 2014 -** **Level 2 Qualification : GCSE Core Science**
Jul 2016 *Aston University Engineering Academy - Birmingham*

◆ **Sep 2014 -** **City & Guilds: Engineering Mechanics**
Jul 2018 *Level 2 Qualification - Birmingham*

◆ **Sep 2014 -** **BTEC Level 2 Diploma: Mechanical Engineering**
Jul 2016 *Aston University Engineering Academy - Birmingham*