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BS3 1RT

# Thomas McFeat

## Profile

I am a confident, adaptable and hardworking person. I have a strong and likeable personality and work well in both team and independent working environments. Having been employed in a variety of positions from hospitality and events to entertainment media, I feel I have gained a wide range of skills not only in terms of customer service but also the broader responsibilities that come with managerial/production and logistics roles. My experience being in charge of a large team at the Thali Café has honed my organisational and communication skills in a way which can be applied to a variety of different roles.

## Experience

**2014 – 2015 The Ox Restaurant, Bristol.** Waiter

- Working to a very high standard of customer service with an excellent knowledge of products
- Turning tables efficiently and professionally in a high speed, high pressure environment

**2014 – 2015 Endemol Shine. Deal Or No Deal. Bristol.** Assistant Floor Manager/Production Runner

- Assisting the floor manager in the production of 4 shows per day
- Liaising with the production team and crew to ensure filming runs safely, smoothly and efficiently
- Responsible for the safety and comfort of an audience of 100 members of the public per show

**2014 & 2015 Sankofa's Cocktail Bar. Shambala Festival. Northamptonshire.** Bar Manager

- Solely responsible for the set up and operation of a busy cocktail bar

**2012 Shambala Festival. Northamptonshire.** Assistant Market Manager

- Assisting the Market Manager with the allocation of trader's pitches and services.

**2010 – 2014 The Thali Café. Bristol.** Operations/Restaurant Manager

- Managing daily operations of a chain of 5 award winning restaurants across Bristol
- Interviewing, recruiting, and training management staff
- Evaluating employee performance
- Assisting with festival outlet logistics
- Organising and holding weekly meetings with managers/managing director.
- Evaluating existing business procedures and recommending improvements.
- Addressing customer feedback

**2007 – 2009 The Grain Barge. Bristol.** Café Bar Supervisor

**2005 – 2007 Mud Dock Cafe' Bar & Quba Ice. Bristol.** Restaurant/Bar Supervisor

**2005 – 2006 Faber Maunsell. Bristol.** CAD Technician

## Education

Secondary Education. September 1998 – June 2005 Budehaven School, Cornwall

- Three A2 Level Passes – Grades B-D
- Five AS Level Passes – Grades B - D

## Key Skills

- Personal Alcohol License Holder
- Credits – Production Runner, Assistant Floor Manager
- Customer Services and Communication
- Full clean UK driving licence
- PC/Mac literate – Powerpoint, Excel, Photoshop, Adobe, Word, Access, AutoCAD