

ELLIOT LARKIN

TAPROOM GENERAL MANAGER

Hythe, Southampton | 07919 506550 | elliottlarkinshc@gmail.co.uk

PROFILE

I am a passionate and positive member of any team whilst also demonstrating independence and initiative to complete required tasks. I always see jobs through to the end, even if it means pushing out of my comfort zone, stretching my abilities, or taking time to learn new skills along the way. I provide a high level of service to all involved parties and maintain a professional attitude towards my team. I am committed to hard work, thrives in collaborative environments and values continuous learning and personal growth.

SKILLS

- Great digital literacy
- Competent with MS packages
- Outstanding customer service
- Excellent communicator
- Strong interpersonal skills
- Problem solver and lateral thinking
- Highly organised
- Creative thinker

EDUCATION

Brockenhurst College – College – 2013 – 2016

Sports and Exercise Science

Level 3 Extended Diploma BTEC – **Double Pass**

New Forest Academy – Secondary School – 2008 – 2013

Mathematics – **B**

Biology – **B**

French – **B**

English – **C**

Chemistry – **B**

Food Tech – **C**

Geography – **B**

Physics – **B**

Physical Ed – **MERIT**

HOBBIES

Mechanics Sports Cooking

WORK EXPERIENCE

Taproom General Manager

August 2023 – Present

Vibrant Forest Brewery

After receiving a promotion in August, I gained responsibility and now oversee all operations within the taproom. I am responsible for various tasks that contribute to the smooth operation of the establishment. Within my role, it is important for me to remain collected and organised during the busiest periods to set a great example to my team.

Additional responsibilities now include:

- Organising events to drive footfall and create a vibrant atmosphere.
- Creating staff rotas, taking into consideration business and individual needs.
- Liaising with local vendors to ensure customers have delicious food options during their visit.
- Attending monthly sales meetings to present key figures.
- Processing and packing orders, reviewing for errors or anomalies.
- Assisting customers with a variety of requests including obtaining information on products.
- Completing complaint investigations identifying causes and potential solutions.

Taproom Assistant Manager
Vibrant Forest Brewery

July 2022 – August 2023

As Assistant Taproom Manager, my primary responsibility was to ensure the smooth and efficient day-to-day operations of the taproom. This included overseeing staff, maintaining inventory levels, and ensuring customer satisfaction. I assisted in training and supervising staff, making sure they were knowledgeable about our products and able to provide exceptional service to our customers.

- Opening and closing of premises.
- Attending food and drink events off site.
- Networking, spreading the word of our brand.

Thatcher's Labourer
Self Employed

May 2021 – July 2022

During the pandemic I came to realise that I wasn't enjoying my role within hospitality and wanted to find something more fulfilling. I worked alongside a thatcher as a self employed labourer. This required physical strength and endurance to ensure the thatcher always had material and tools to thatch with.

- Ensured compliance with all health and safety and hygiene standards.
- Worked at heights removing old thatch and prepping the roof for new material.
- Worked long shifts, often over 12 hours in the summer to make the most of the daylight.

Assistant Manager
Country Inns

January 2019 – May 2021

From joining the company, I progressed through multiple positions and achieved various financial and responsibility targets set by senior management. One of my key roles was to drive sales within the team along with ensuring a high level of service was always delivered.

- Received three promotions whilst working within the company.
- Produced weekly rotas working around staffing commitments and business needs.
- Recorded financial figures and completed "cash-ups" at the end of each day.
- Trained new joiners, covering all health and safety procedures .

Bartender, Team Trainer
The Huntsman of Brockenhurst

August 2017 – December 2018

Looking after a fast-paced bar serving a range of drinks and making cocktails to order. Training new staff, ensuring they followed the correct procedures and understood the importance of staff and customer safety. Opening and closing of premises, monitoring stock levels, cashing up of tills and inputting daily figures. Obtained the highest score for 'Mystery Diner' report possible resulting in a promotion, and increased responsibility.

Labourer
Commworx, Sydney

March 2017 – June 2017

Whilst travelling through Australia I worked at Commworx, a telecoms contractor based in Sydney. My team were responsible for upgrading and replacing old telephone lines with a stronger cable giving faster and more reliable internet speeds.

- Located communication pits and finding the correct line for each house.
- Rodding the existing conduit to establish whether you could use.
- Installing new conduit, using a pneumatic borer to create a non-evasive pathway.