

James McMullan

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Nationality	Irish	Driving licence	Full Driving License
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PROFILE A hard-working and reliable professional with experience in managing teams, business planning and recruitment. I have experience in marketing and established a strong skill for communication and building relationships. I have a relaxed nature and work very well in high pressure situations as well as having a proactive attitude towards work.

EMPLOYMENT HISTORY

March 2023 - Present	Evidential Property Officer	Surrey Police
	<ul style="list-style-type: none">- Handling and storage of sensitive evidence and public property.- Planning and managing requests for evidence to go to court, officers and labs for examination.- Couriers property from the local stations to the central storage facility.- Organisation of evidence for storage and maintaining a record of all exhibits that come into the stores.- Handling and counting cash to go either back to the public or into the force banking.- Auditing of storage facilities to ensure all exhibits are accounted for.- Answering emails & phone calls from the public to facilitate return of property.- Creating & updating excel spreadsheets involving deliveries from the various labs.- Making accurate records of all items sent out for internal transit.	
Dec 2021 - March 2023	General Manager - The King's Head	Guildford
	<ul style="list-style-type: none">- Recruitment and training of bar, floor and kitchen staff.- Planning key busy periods and driving sales in the off-peak times.- Full control of stock ordering both wet & dry.- Tailoring the pub menu towards the demand of clientele.- Promoting seasonal menu items and encouraging new ideas within the team.- Maintaining a safe and secure working environment for staff and the responsible sale of alcohol to the public.- Planning & promoting events, including football, boxing, quiz & poker nights.- Building relationships with local breweries and distilleries and promoting local products within the business.- Completing a weekly full stock audit to track gross profits and identifying and accounting for any losses.- Reviewing P&L reports monthly and forecasting weekly to ensure costs are in line with expected turnover.- Planning staffing levels for the needs of the business.- Conducting health and safety audits of the site weekly and ensuring accidents and near-misses are reported.- Working with the public to plan special events, including birthdays, wakes and Christmas celebrations.- Planning the ordering of stock to ensure special events are catered for and the day to day business is not disrupted.- Ensuring all staff are complying with training schedules.	

July 2021 - December 2021	Deputy Manager, Prince's Head	Richmond
	<ul style="list-style-type: none"> - Planning staffing levels for big events including Twickenham rugby & Brentford home games. - Training all new staff in standard procedures. - Ensuring all staff are complying with training schedules. - Devising cleaning schedules and ensuring implementation. - Day to day running of business. - Ensuring customers are all happy and dealing with any complaints. - Managing reservations and enquiries. - Ordering stock and bringing in deliveries. 	
July 2019 - July 2021	Deputy Manager, Drayton Court Hotel	Ealing
	<ul style="list-style-type: none"> - Day to day management of hotel and bar. - Organisation of booking and any special requests of customers. - Upselling certain sundries like premium suites and champagne on arrival. - Organising and planning staff for big events including weddings and parties seating 200. - Managing bookings and service for 2021 Euros and ensuring COVID compliance for over 500 customers in the garden. - Auditing of linen supplies for the hotel business and liaising with external laundry company in the supply of clean linen and removal of old linen. - Training new staff and ensuring all new staff are fully compliant with company policy. - Working with the bookings system Collins to ensure all customers are catered for and GDPR is upheld - Marketing and upselling of premium products. - Ensuring all bars are well stocked and clean. - Performing cask and keg line cleaning weekly in all 4 bars. 	
January 2017 - July 2019	Deputy Manager, Ash Tree	Ashford
	<ul style="list-style-type: none"> - Assist the manager with the day to day running of the business. - Maintained relationships with customers by providing efficient and friendly service to ensure their return. - Assist in the training of the bar staff. - Closing the premises and opening the premises, including cashing up and delegating teams to close the bar and floor. - Conduct safe checks. - Office assistance including inputting expenses. - Dealing with customer complaints and knowing when to handle difficult customers. - Improving the customer journey constantly by rotating stock and ensuring a clean professional workspace. - Stock management and stock take. - Cellar duties including changing kegs and ales, taking deliveries and ensuring all are recorded correctly. 	
October 2014 - January 2017	Bar staff / Assistant manager, Latymers	Hammersmith
	<ul style="list-style-type: none"> - Maintained relationships with customers by providing efficient and friendly service to ensure their return. - Daily line checks on key lines. - Dealing with customer complaints and knowing when to handle difficult customers. - Improving the customer journey constantly by rotating stock and ensuring a clean professional workspace. - Stock management and stock take. - Cellar duties including changing kegs and ales, taking deliveries and ensuring all are recorded correctly. - Working with Thai franchise to deliver great customer service and ensuring smooth running day to day. 	

EDUCATION

2005 — 2010	9 GCSEs A-C including maths & english, St. Malachy's College	Belfast
2010 — 2012	A Level, St. Malachy's College B - Religious Studies C - Music C - Biology	Belfast

SKILLS

Qualified in Emergency First Aid Training at work	Courteous, professional demeanor Professional manner at all times
Dependable and reliable	Creativity Full driving licence
Customer Service	Personal licence to sell alcohol Level 2 WSET wine knowledge
Ability to Multitask	Trained in handling of explosives and firearms