



# Steven Jones

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## Summary

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Security Guard with extensive knowledge of law enforcement practices, investigation techniques and security equipment operation. Conscientious Security Guard adept at managing security risks with ease and using judgment to resolve problem situations, remains on high alert at all times and maintains excellent coverage. Quick thinker with strong critical thinking capabilities. Certified with the expert training and problem solving tools necessary to serve and protect. Experienced in the nightclub scene.

## Skills

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- Weapons training
- Theft prevention training
- Security Guard License
- Military experience
- Arrest procedures
- Risk analysis training
- Conflict resolution techniques
- Team building
- Effective leader
- Staff training/development
- Trained in security
- Quick learner
- Team leader
- Exceptional customer service
- Cash handling
- Customer focused
- Extensive food/beverage knowledge
- Accomplished in large event catering
- Experience with catering and events
- Food preparation experience
- General knowledge of computer software
- Honest, trustworthy and punctual
- Knowledge of standard portion sizes and recipes
- Management and leadership experience
- Neat and clean in appearance
- Retail sales experience
- Weekend availability
- Willing to work late hours
- Works well as part of a team

## Work History

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February 2010 — April 2010	Swift Hound Chef	Blackpool	<ul style="list-style-type: none"><li>• Prepared food items consistently and in compliance with recipes, portioning, cooking and waste control guidelines.</li><li>• Verified proper portion sizes and consistently attained high food quality standards.</li><li>• Instructed new staff in proper food preparation, food storage, use of kitchen equipment and utensils, sanitation and safety issues.</li><li>• Regularly interacted with guests to obtain feedback on product quality and service levels.</li><li>• Properly labelled and stored all raw food ingredients including produce, meat, fish, poultry, dairy and dry goods in the appropriate storage room, walk-in refrigerator, freezer or cooler.</li><li>• Cooked and served food and meals in accordance with planned menus, diet plans, recipes, portions, temperature control procedures and facility policies.</li><li>• Verified freshness of products upon delivery.</li></ul>
April 2010 — June 2010	Sands Venue Bar Staff	Blackpool	<ul style="list-style-type: none"><li>• Maintained updated knowledge of all menu items, specials, spirits brands, beers and non-alcoholic selections.</li><li>• Routinely checked identification of customers purchasing alcoholic beverages.</li><li>• Continually provided exceptional service to customers by being friendly, knowledgeable and accommodating.</li><li>• Maintained a consistent, regular attendance record.</li><li>• Set up bar for operation, obtained cash float and stocked the service bar.</li><li>• Accurately recorded sales, gave correct change and prepared charge slips for guests.</li><li>• Displayed friendly, outgoing and energetic behaviour to create a warm, fun atmosphere for guests.</li><li>• Completed regular bar inventories and daily requisition sheets as requested.</li><li>• Cut, sliced and peeled perishable garnishes and fruits for beverages.</li><li>• Regularly cleaned and sanitised the bar area, beer lockers, and refrigeration and storage areas.</li><li>• Built guest satisfaction and enjoyment.</li><li>• Prepared hot and cold beverages to the highest standard while providing guests with legendary customer service.</li><li>• Upsold products when appropriate.</li><li>• Recommended for supervisor position.</li></ul>
June 2010 —	Elite Staffing Solutions Catering & Hospitality Assistant	Blackpool	

June 2011

- Posted charges for rooms, food, liquor, or telephone calls, to ledgers manually or by using computers.
- Cleaned and organised eating, service, and kitchen areas
- Cleaned and sterilised equipment and facilities
- Trained kitchen staff on proper use of equipment, food handling, and portion sizing.
- Supervised kitchen staff and ensured proper event set-up, food preparation, kitchen clean-up and proper shut down.
- Managed food delivery for 200+ guests for special events
- Filled beverage and ice dispensers
- Greeted each customer with friendly eye contact
- Helped with preparation, set-up, and service for catering events
- Kept ice bins filled
- Placed food trays over food warmers for immediate service
- Prepared daily food items, and cooked simple foods and beverages
- Stocked bar with beer, wine, liquor, and related supplies
- Swept and scrubbed floors
- Took food orders and relayed orders to kitchens or serving counters
- Trained new employees
- Maintained adequate supplies of items such as clean linens, silverware, glassware, dishes, and trays
- Consistently offered professional, friendly and engaging service.
- Skilfully promoted items on beverage lists and weekly restaurant specials.

June 2011

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November 2015

Bourne Leisure

Blackpool

**Bar Staff/Manager/Security**

- BAR STAFF
- Routinely carried large loads of dishes to kitchen for washing.
- Maintained high standards of cleanliness and sanitation.
- Consistently provided professional, friendly and engaging service.
- Followed all health and safety policies when handling food and beverages to uphold proper standards.
- Set dining tables according to type of event and service standards.
- Addressed diner complaints with kitchen staff and served replacement menu items promptly.
- Quickly recorded transactions in computer system to deliver prompt service.
- Immediately reported accidents, injuries or unsafe work conditions to manager.
- Developed and maintained positive working relationships with others to reach business goals.
- Demonstrated genuine hospitality while greeting and establishing rapport with guests.
- Guided guests through menus while demonstrating thorough

knowledge of the food, beverages and ingredients.

- Provided friendly and attentive service.
- BAR MANAGER
- Routinely checked identification of customers purchasing alcoholic beverages.
- Maintained a consistent, regular attendance record.
- Set up bar for operation, obtained cash float and stocked the service bar.
- Set up storeroom and work areas to allow easy access to stock items.
- Accurately recorded sales, gave correct change and prepared charge slips for guests.
- Effectively and calmly resolved situations with intoxicated guests.
- Carefully followed alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.
- Completed regular bar inventories and daily requisition sheets as requested.
- Actively promoted a cooperative and harmonious working environment to boost morale, productivity and efficiency.
- Adeptly retrieved orders from the storeroom.
- Stored backup supplies needing refrigeration for later use.
- Consistently monitored guest consumption of alcohol and intervened appropriately as needed.
- Carefully organised spirits, fruits, glassware, linen, silverware, paper supplies and sundries in designated areas.
- Built guest satisfaction and enjoyment.
- Upsold products when appropriate.
- Consistently exhibited a calm demeanour during periods of high volume or unusual events to keep shop operating smoothly and set a positive example for the shift team.
- Cleaned and stocked coffee and condiment areas.
- Received and unloaded incoming shipments.
- Conducted product inventory.
- SECURITY (Door Supervisor / Site Security)
- Detected suspicious activities and watched for criminal acts and rule infractions.
- Monitored and authorised entrance and departure of employees and visitors.
- Monitored and authorised entrance and departure of vehicles, cargo trucks and visitors.
- Circulated among visitors, customers and employees to preserve order and protect property.
- Wrote reports on property damage, theft, presence of unauthorised persons and unusual occurrences.
- Warned offenders about rule infractions and violations and verbally evicted violators from premises.
- Denied entrance to the building to unauthorised persons.
- Secured all doors in the office and main building after hours.

February 2014

- Monitored and authorised entrance and departure of vehicles, cargo trucks and visitors.
- Monitored and authorised entrance and departure of employees and visitors.
- Wrote reports on property damage, theft, presence of unauthorised persons and unusual occurrences.
- Monitored and reported suspicious activities to local authorities.
- Monitored central alarm system for fire, intrusion, and duress alarms and responded when needed.
- Denied entrance to the building to unauthorised persons.
- Secured all doors in the office and main building after hours.
- Inspected equipment, structures and materials to identify the cause of errors and defects.
- Performed surveillance of suspects using binoculars, cameras and camcorders.

November 2014

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January 2015

Radius Security Ltd  
Door Supervisor (Nightclub)

Blackpool

- Detected suspicious activities and watched for criminal acts and rule infractions.
- Monitored and authorised entrance and departure of employees and visitors.
- Circulated among visitors, customers and employees to preserve order and protect property.
- Wrote reports on property damage, theft, presence of unauthorised persons and unusual occurrences.
- Warned offenders about rule infractions and violations and verbally evicted violators from premises.
- Denied entrance to the building to unauthorised persons.
- Immediately informed supervisors of any problems or unusual situations, and took appropriate action.
- Carefully followed alcohol awareness procedures for preventing intoxication and dealing with intoxicated guests.
- Effectively and calmly resolved situations with intoxicated guests.

January 2015

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Current

British Army  
REME Reservist

127 Field Company

- Performed as a fire team member during situational training exercises and all infantry dismounted battle drills.
- Led fire team during infantry dismounted battle drills and situational training exercises.
- Constructed and camouflaged infantry positions and equipment to prevent detection.
- Led basic reconnaissance operations and reported enemy movements to commanding officers.
- Completed basic military soldier training.
- Currently training as a Vehicle Mechanic for 127 Field Company REME.

## Education

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Current

Blackpool & Fylde College  
Foundation Degree: Automotive Engineering

Blackpool