

BETHANY NIAMH OATES



CONTACT

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SKILLS

- Adaptability & Flexibility
- Attention to Detail
- Commercial & Customer Awareness
- Communication & Interpersonal Skills
- Creativity & Innovation
- Critical Thinking & Decision Making
- Empathy & Influencing
- Initiative & Problem Solving
- Intercultural Skills
- IT Skills & Digital Literacy (including Microsoft 365 & Canva)
- Leadership & People Management
- Listening & Motivating
- Negotiating & Open-mindedness
- Organisation & Planning
- Presenting & Sales
- Professionalism & Project Management
- Teamworking & Collaboration
- Time Management
- Calm Under Pressure

PERSONAL STATEMENT

I am a highly confident and detail-oriented individual who has recently finished my Business and Events Management degree at the University of the West of England (UWE). Throughout my degree, I have gained the fundamentals of marketing, finance, event planning, business management, and organisational behaviour. This solid academic foundation, combined with practical experience, equips me with the skills needed to excel in the business and events industry.

Eager to enter the working world, I am open to various opportunities, particularly those that allow me to leverage my creativity in the travel or music events sector. With extensive experience in hospitality and recent experience as an event manager at a bar, I have honed my ability to deliver flawless event experiences. My meticulous approach and a keen eye for detail ensure the seamless execution of successful events. I excel in managing logistics and the intricate aspects of event planning. My bubbly personality and exceptional interpersonal abilities enable me to build strong connections and rapport with people. Understanding and meeting the needs of attendees is paramount to event success, and I strive to create meaningful and impactful experiences that leave a lasting impression on every participant. Fueled by my love for travel and exploration, I bring a creative and fresh perspective to my work. Immersing myself in different cultures enhances my ability to generate innovative ideas and inspiration.

I am dedicated to bringing a creative touch, meticulous attention to detail, and a genuine passion for people to every project. I am keen to apply my transferable skills in a corporate setting, contributing to the creation of memorable and impactful events in the creative industry.

WORK EXPERIENCE

BAR AND EVENT MANAGER

Brown and Bye, Bristol | January 2024 - Present

In my role as a full-time Bar and Event Manager at Brown and Bye in Bristol, I've embraced overseeing a bustling venue while simultaneously pursuing my degree. This dual commitment underscores my dedication to both practical experience and academic excellence. Each day involves a multifaceted approach to event management, where I am intricately involved from the initial inquiry stage to the successful execution of events, ensuring a seamless and tailored experience for each guest. This includes maintaining communication, coordinating arrangements, and planning to meet diverse clientele needs.

I take immense pride in curating unforgettable experiences for a range of events, from upscale corporate functions for clients, such as Lloyds Bank and Hargreaves Lansdown, to intimate personal celebrations, such as birthdays and baby showers. Each event presents its own challenges and opportunities, and I approach each with creativity and attention to detail. Leading a dynamic team of ten, I manage schedules, conduct stock takes, and provide effective leadership to ensure smooth operations. Additionally, I am the face of our establishment, personally engaging with event hosts to exceed their expectations.

My commitment to excellence has resulted in our venue receiving glowing reviews and establishing a loyal base of repeat clientele. It's a source of great pride to receive such positive feedback, as it is a testament to the dedication of our entire team. Looking ahead, I am excited to continue adapting my skills and experience, seeking opportunities for further growth and development.

WAITRESS, BAR & EVENT ASSISTANT

The Village Hotel, Bristol | September 2023 - January 2024

In my position at the Village Hotel, I've had the opportunity to work across various departments including the Pub and Grill as well as the Meeting and Events department. Starting as a waitress, I've showcased my dedication and flexibility by taking on additional responsibilities within the bar, event, and meeting areas. Through my perseverance and creative problem-solving, I've earned recognition for my contributions and have been able to advance within the organisation.

STUDENT VOLUNTEER

Think Pacific, Fiji | June 2023 - July 2024

During my time volunteering with Think Pacific in Fiji, I had the incredible opportunity to immerse myself in a Fijian village for four weeks, participating in various development initiatives and fully embracing the local way of life. This experience provided me with invaluable insights into a new culture and equipped me with a wide range of transferable skills applicable to different work settings. Through this cultural exchange, I not only developed a deeper understanding of different cultural perspectives but also enhanced my emotional intelligence and confidence in working with individuals from diverse backgrounds.

EDUCATION

- **University Of The West Of England**

Business and Events Management BA
(Hons)

September 2021 - 2024

(Awaiting Grades)

On track for a first

Achieved a Deans Award in my first year

- **Greater Brighton Metropolitan College**

Business Management

Level 3 Extended Diploma-

Grades achieved:

Distinction*, Distinction*, Distinction*

- **Ratton School, Eastbourne**

English Language GCSE - Grade 5

Maths GCSE - Grade 4

Five additional GCSE's - Graded 5 or
above

CATERING AND EVENT ASSISTANT

Holroyd Howe, Collegiate Private School, Bristol | October 2021 - May 2023

In my capacity as a weekend employee, I not only managed the school's horse box, serving barista coffee, pastries, and cakes to students and parents, but also assumed additional responsibilities in the catering department. During the manager's absence, I was entrusted with overseeing the catering operations, which included managing schedules for match teas and coordinating the quantities of food and beverages required for each day.

Moreover, I took on the responsibility of locking up the entire school premises after Saturday match schedules, ensuring the security and safety of the facilities. Throughout these tasks, strict adherence to procedures regarding food hygiene, allergies, and health and safety was paramount, reflecting my commitment to maintaining high standards in all aspects of my role.

EVENT ASSISTANT

The International Tennis Open, Eastbourne | March 2022

Working in the hospitality department at the International Tennis Open in Eastbourne, I had the privilege of serving in the VIP sky lounge, where my primary focus was on delivering exceptional experiences to guests. This encompassed cultivating strong relationships with clients, accurately taking their orders, and ensuring the prompt service of appetizers, a 3-course meal, and afternoon tea. Additionally, I remained vigilant in replenishing guest drinks and ensuring their overall satisfaction throughout the event.

Notably, I had the opportunity to serve esteemed guests, including high-profile tennis players like Serena Williams, as well as representatives from prestigious corporate companies such as TAG Heuer and Emirates. Catering to such distinguished clientele further motivated me to uphold the highest standards of service excellence.

My dedication and outstanding performance were recognised, and I was honored with an Off To Work hero status. This acknowledgment further fueled my commitment to providing exceptional service at every opportunity.

ALL ROUNDER - WAITRESS, BARISTA, BAR & EVENT ASSISTANT

The Beach Kitchen & Willingdon Golf Club, Eastbourne | March 2018 - September 2021

As a confident individual with a vibrant personality, I excel in building strong connections with both new and returning customers. My top priority is ensuring that every guest receives an exceptional experience. The cafe where I worked has garnered high praise on TripAdvisor, reflecting the outstanding level of service we provide. In this role, I seamlessly transitioned from making barista coffee during the day to crafting cocktails during dinner service, showcasing my versatility behind the bar.

Moreover, I had the opportunity to assist with events at the Willingdon Golf Course, where I contributed to the smooth running of the floor and bar during wakes, Christmas parties, birthdays, and meetings. Alongside these duties, I also took on additional responsibilities such as training new front-of-house staff, efficiently managing transactions using a POS system, handling telephone bookings, and ensuring the restaurant always maintained a high standard of presentation.

REFERENCES

Available on request