Matthew D'Arcy

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|  | Contact  **Address**: : 37 Mayton Street, London N7 6QP  **Address**: : 37 Mayton Street, N7 6QP, London  **Phone**: : +33 628542233  **Email**: : darcymatthew8@gmail.com |  | Professional summary  21-year-old second-year Music Business student who enjoys combining his passions and his work. Seasoned bartender and department salesperson offering 3 years on and off of experience in the service and hospitality industry. Friendly and outgoing with excellent interpersonal communication strengths. Passionate about serving in warm, efficient, and courteous manner while exceeding customer expectations and maintaining poise and sense of humour in demanding environments. |  |

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|  | Skills   * English language fluency (father tongue) * French language fluency (mother tongue) * Spanish language academic level (intermediate) * Organised and reliable * Market research * Social media strategy * Sales data analysis * Inventory control * Microsoft Office Suite * Music and art enthusiast * Music Business * Strong communication * Outstanding customer service * Knowledge of beer, spirits and wine * Marketing and sales experience |  | Work history  Bartender, 10/2022 to Current  *The Blues Kitchen Shoreditch* - London   * Created friendly, welcoming atmosphere to encourage positive guest experiences, prolonging visits to increase profitability. * Provided efficient food and drinks service for high levels of customer satisfaction. * Retained in-depth bar and menu item knowledge, providing expert recommendations to suit guest taste. * Engaged with guests to create positive rapport, encouraging loyalty and repeat visits.   Bartender, 02/2022 to 07/2022  *ZOO Bar* - London   * Prepared mixed drinks and poured wine, beer and non-alcoholic beverages within target service timeframes. * Followed safe serving requirements, monitoring guest behaviour and discontinuing service to inebriated customers. * Supported wider restaurant teams in set-up, cleaning and prep work, improving overall establishment efficiency. * Engaged with guests to create positive rapport, encouraging loyalty and repeat visits.   Temp worker, 03/2021 to 08/2021  *Zara, Pull&Bear, Galeries Lafayette, Photo Studio* - CANNES, France   * Managed day-to-day labour duties including heavy lifting, goods transportation and site maintenance. * Updated stock management systems to improve product availability data. * Offered exceptional customer service to all guests. * Interpreted and applied project instructions following specifications.     Education  BA (Hons) Music Business, Expected in 05/2024  *London Metropolitan University* - London, ENG  A-Levels: : Economic and Social studies - Baccalauréat 15,23/20, 06/2020  *Stanislas Institute* - Cannes |  |