

John Good

Personal Profile

I am a hardworking and trustworthy individual that always give my all to the task. asked of me. I thrive on delivering high level of customer service whether this. working as an individual or working as part of a wider team. I take great pride in me always being punctual and professional in the workplace.

I approach all tasks with a positive mentality. This positivity and my warm personality has meant building professional relationships with colleagues has always been easy. for me. I believe in respecting my colleague's opinions whilst also being confident. enough to challenge their beliefs in a respective manner. This approach has enabled. me to work effectively as part of a team whilst also striving to deliver exceptional. results.

My passion for hospitality has shaped most of my work experience and giving me the experience and skill to create my own business in the hospitality sector.

Employment History

Director, LR Quay LTD, Newcastle, UK

Running a successful bar and restaurant was very rewarding, after 7 years in the same business from watching it being built, transformed, and grow into what it was then only concreted my passion to start my own business in hospitality. Knowing the local area having lived and worked by the coast my whole life, L R QUAY LTD was formed in 2017 it wouldn't be until 2019 Lobo Rojo was opened due to unforeseen circumstances, but nothing that would falter my determination. 2 years was used wisely where not only a concept that would hit a gap in the market was developed, but this time was also used to look at what happens behind the scenes in all aspects of business. Experience was gained in accounting, employment law, licensing, and business start-up.

In the summer of 2019 Lobo Rojo opened on north shields fish quay on the ground floor of a beautiful grade II listed building, the Irvin Building. We were the first Mexican restaurant in the area giving a new culinary experience to the northeast. Our first 6 months of trade was very successful, and we saw no signs of slowing down after seeing our first Christmas & new year, unfortunately 2020 brought the year of covid. Despite having to close the restaurant due to restrictions, we were lucky to have marketed takeout in our business a month prior. From this we were only closed a matter of 2 weeks before reopening as a takeout keeping trade and serving the public going.

In 2021 we took on another venue, a lot smaller than the fish quay site, but from the success on the takeout side of the business Little Lobo was introduced into Sandyford, Newcastle. Condensing and slightly adjusting the offering the larger venue offered allowed the menu and concept to fit into a smaller venue for a premium dine in and takeout concept. Following another successful year post covid we managed to open a second Little Lobo and third venue in total in late 2022, and Little Lobo Whitley Bay Park View will be the fourth opening late 2023. Since starting L R QUAY LTD in 2017 my role has been hands on

running the business from the front, ensuring quality, consistency is there in the brand and is ran fitting in and respecting the local community.

General Manager, Lola Jeans, Tynemouth, UK

Initially this role was a challenging one, with a steep learning curve. I enjoyed learning how to better balance my time between delivering a high level of customer service whilst ensuring daily and monthly targets were met / exceeded. During my time at this location, I helped start a new business in Tynemouth which at the time was transforming itself into one of the most popular coastal destinations in the northeast.

I started my time as a barman and progressed quickly to become a supervisor and then on to manager after 2 and a half years, it was my dedication to the role and my willingness to go the extra mile that caught the attention of the management team. With the village transforming it introduced new restaurants and bars making the market more competitive for business. I believe my enthusiasm and positive manner kept the team focused on the task, we were still able to be seen as the top destination in the area, delivering great service with food & drink.

During this role I was also responsible for sales forecasting. To make the bar and restaurant as efficient / profitable as possible staffing levels had to be correct, creating rotas and liaising with payroll was also my responsibility. I also had to take control of the stock levels and ordering of stock making sure we were prepared for busy and quiet periods. Training was essential to teach new and keep current staff up to date with procedures & standards in the industry.

I believe that the best managers can adapt to new challenges and drive their team to believe in a common goal to succeed. I received multiple recognitions from the company, such as outstanding reviews on all platforms, bringing labour & Takings targets in on target. I take great pride in these achievements.

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Academic Background

Northumbria University

Geography BSc - 2:1

Kings School Tynemouth

3 A Levels, A-C, 10 GCSE's, Grade A-A*

Achievements + Qualifications

- Introduction To Brewing Qualification
- UK Personal License
- UK Driver's License
- Opened 3, soon to be 4, Successful Restaurants

Key Skills

Menu Creation • Cooking + Service • Sales + Marketing • In-depth Beverage + Wine Knowledge • Budget + Target Setting • Customer Service • Bar + Restaurant Management • Recruitment & Training • Scheduling • Time Management • Procurement

Kamie Sword

Personal Profile

A seasoned professional in the vibrant realm of hospitality and events, I bring 12 years of dedicated experience in creating unforgettable experiences. My career has been defined by a passion for orchestrating seamless events and ensuring exceptional guest satisfaction. With a solid foundation in hospitality management, I have honed my skills in event planning, catering, and venue coordination.

My journey has equipped me with a keen eye for detail and an innate ability to navigate the intricacies of event logistics. I thrive in fast-paced environments, adept at managing diverse teams and collaborating with vendors to bring visions to life. My commitment to delivering outstanding service has resulted in a track record of successful events and venues that exceed client expectations.

Employment History

North America Series Manager, Nirvana, Newcastle, UK

As a Series Manager at Nirvana, a company closely aligned with Ironman, my role revolves around orchestrating and overseeing exceptional events that seamlessly integrate with Ironman races across the United States. In collaboration with Ironman officials, I meticulously plan and coordinate logistics, participant services, and on-site operations to ensure the smooth execution of events.

Guest Services Manager, Virgin Limited Edition - Necker Island, BVI

Leading a team of talented events coordinators to execute private events on this consistently recognised Caribbean and World Leading Private Island Resort. Budgeting, international air travel support, guest management, logistics, procurement, and VIP liaison. Dealing hands on with specific high profile clientele requests and needs. Events ranged from private island celebrations to corporate retreats, health, and wellness events to weddings and 'celebration weeks.

Bar Manager, Bierrex Smoke and Taphouse, Newcastle, UK

A smokehouse and taproom in the city centre of Newcastle, offering 20+ beers on tap plus a stellar BBQ food menu to accompany. In the basement, Bierrex hosted a cocktail bar voted one of the best in the UK.

Bar Manager, Campari House - Melbourne, Australia

A stylish multilevel venue in the CBD, comprising of a restaurant, function space, cocktail lounge, and rooftop bar. Leading a team of skilled bartenders and servers, designing seasonal cocktail menus, and overseeing corporate events. Cultivating back of house responsibilities and management skills.

Assistant Manager, Lola Jeans - Tynemouth, UK

An eclectic night spot in the surf town of Tynemouth. Leading the way for inventive cocktails and innovative local food in the area. A bustling contemporary night spot.

Academic Background

Northumbria University

Applied Sport & Exercise Sciences BSc - 2:1

Monkseaton High School

4 A/AS Level A-C, BTEC National Diploma in Sports Science – DD - 13 GCSE's, Grade A-C, Including English, Maths + Science.

WSET Level 2 UK Driving License Power Boat Level 2 Introduction to Brewing UK Personal License

Achievements + Qualifications

- Introduction to brewing
- WSET Level 2
- UK Personal License
- Powerboat License Level 2
- UK Driver's License
- Padi Advanced Diver

Key Skills

Taproom Management • Events Management + Execution • Planning • In-depth Beverage + Wine Knowledge • Budget + Target Setting • Customer Service • Luxury + Remote Hospitality • Hotel Management • Recruitment & Training • Scheduling • Time Management • Team Delegation

Scott Taylor

Personal Profile

A highly motivated and resourceful hospitality professional, with over 12 years' experience in varying venues in the UK, Australia, and the British Virgin Islands. Looking for my next challenging adventure in hospitality management.

Employment History

Area Manager, Lobo Rojo + Little Lobo, Newcastle, UK

Founded in 2019, the doors of Lobo Rojo opened in the iconic Irvin's Building on the North Shields Fish Quay. It's our offering of authentic Mexican street food in relaxed and beautifully decorated atmosphere. Little Lobo the smaller sister of Lobo Rojo now operates in two different venues with a third on the way. Worked as Head Chef and now oversee all the venues both FOH and BOH.

Food & Beverage Manager, Virgin Limited Edition, Necker Island, BVI

Sir Richard Branson's 74 acre, 22-room, private island. Situated in the Heart of the BVI, this barefoot luxury resort is known as one of the most exclusive island getaways in the world. Whether it's a painkiller in the beach pool, or a martini around the Great House Bar, we have you covered.

Bar Manager, The George on Collins, Melbourne, Australia

The recently refurbished George on Collins takes over from the infamous Long Room, located in the Paris end. Seeking its first hat, this all-hours bar and restaurant focuses on high-end Australian cuisine mixed with our take on late night classic cocktails.

Assistant Brewer + Taproom Supervisor, Stomping Ground, Melbourne, Australia

A Neighbourhood brewery bringing people together with great beer. The team are always trying new things, taste testing and improving, to deliver interesting styles, top quality, and simply enjoyable beers all year round.

Academic Background

Northumbria University

Applied Sport & Exercise Sciences BSc - 2:2

Monkseaton High School

BTEC National Diploma in Sports Science - DDD 12 GCSE's, Grade A-C, Including English, Maths + Science.

Achievements + Qualifications

- Certificate in Practical Brewing
- WSET Level 2
- UK Personal License
- Prometheus Advanced First Responder
- NI Medic + Fire Team
- UK Driver's License
- Padi Rescue Diver

Key Skills

Brewing and Brewery Management • Cooking + Service • Sales + Marketing • In-depth Beverage + Wine Knowledge • Budget + Target Setting • Customer Service • Luxury + Remote Hospitality • Event Management • Hotel Management • Recruitment & Training • Scheduling • Time Management • Medic + Fire Trained • Procurement