

Jack Ormondroyd

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Personal Statement

I am an experienced hospitality professional with a strong background in venue operations, team leadership, customer experience and service standards. Over the past several years I have progressed through supervisory and management positions across pubs, bars, restaurants and award-winning hospitality venues, developing a reputation for reliability, professionalism and leading by example.

Alongside my hospitality career, I have a strong interest in business development, technology and creative projects. I regularly build and manage websites, develop hospitality-focused software concepts, utilise AI tools to improve workflows and create branding, marketing and digital content. These skills have strengthened my problem-solving ability, adaptability and understanding of modern customer expectations. I take pride in maintaining high standards, building strong teams and delivering memorable guest experiences. I am motivated by continuous improvement, learning new skills and contributing to businesses that value quality, innovation and exceptional service.

Key Skills

- Hospitality management, team leadership and staff development
- Training, mentoring and performance management
- Customer experience and service excellence
- Venue operations, stock control and cash handling
- Excellent understanding of licensing, compliance and health & safety procedures
- Event, bar and restaurant operations
- Excellent communication and conflict resolution skills
- Confident using POS systems, booking platforms and workplace technology
- Website creation, digital content and brand development
- AI-assisted workflow improvement and operational problem solving
- Great organisational, planning and time management skills
- Commercial awareness, upselling and revenue-focused service

Employment History (All references are available upon request)

Rockwater, Hove – Assistant Manager (April 2026 – Present)

The Cow and Oak, Worthing - Manager - (December 2025 – April 2026)

The Zip Deck, Brighton - Supervisor - (June 2025 - December 2025)
Madeira Leisure LTD - Bar and Kitchen

The Park View, Brighton - Shift Supervisor - (September 2023 - June 2025)
Mitchells and Butler - Pub and Kitchen

The Unruly Pig, Woodbridge/Bromswell - Bar Supervisor - (January 2023 - September 2023)
Number 1 and Winner - Estrella Damm UK Top 50 Gastropubs Awards 2024
Taste of East of England Awards 2023 - Winner and Gold Award GQ
Magazine Food and Drinks Awards 2023 - Best Pub

Blue Salt, Woodbridge - Bar Manager - (January 2022 - January 2023)
Woodfired Grill and Smoked Oven - Restaurant and Cocktail Bar

The Red Lion, Woodbridge - Bar Supervisor - (March 2019 - January 2022)

Achievements and Responsibilities

- Successfully led bar and floor teams in fast-paced hospitality environments, delivering consistently high service standards and memorable guest experiences.
- Built, trained and motivated strong teams while maintaining smooth day-to-day operations, excellent communication and high staff performance.
- Developed extensive knowledge of food, wines, spirits, cocktails and premium service, helping drive guest satisfaction, repeat business and revenue growth.
- Trusted with venue operations including opening and closing procedures, stock control, cash handling, licensing compliance and operational standards.
- Demonstrated strong leadership under pressure, maintaining organisation, professionalism and attention to detail during high-volume service periods.
- Contributed to the success of award-winning hospitality venues through a commitment to service excellence, team development and customer experience.

Additional Projects

Alongside my hospitality career I have developed several personal projects focused on hospitality, technology, music and creative development. These include hospitality operations software concepts, website development, music production and branding projects, sports analytics tools and creative worldbuilding projects. These experiences have strengthened my problem-solving skills, creativity, project management abilities and confidence in adopting new technologies.

Education

Suffolk New College, Ipswich
(September 2014 - July 2016)

Level 3 Extended Diploma in Creative Media Production and Employability: **DISTINCTION**

Copleston High School, Ipswich
(September 2009 - June 2014)

7 GCSEs, grade A-C including Maths and English

Maths: Money Management A, Spatial Tech B, Use of Mathematics C

English: Literature C, Language C

ICT B

Religious Studies B

Drama C

Hobbies and Interests

I thrive in sociable environments and enjoy meeting people from all walks of life. I am passionate about music, hospitality, technology, design and sports, and enjoy exploring new ideas through creative and entrepreneurial projects. In my spare time I play guitar, produce music, work on website and software concepts, write and develop a fantasy novel and game, and create digital content including photography, video editing and graphic design. I also enjoy skateboarding, fitness, motorsports and playing guitar.