

John Smith

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Photo

GENERAL MANAGEMENT - LICENSEE - SITE TRAINER

♦ Public House & Catering Operations - Restaurateur - Maximizing Profits ♦

Highly successful with proven abilities in meeting all objectives within company targets and retail / hospitality operations, defining company direction whilst developing new and repeat business. Believing that leading by example whilst adapting to change, and a hands-on approach brings increased standards and profits. Also skilled in optimising team potentials through the delivery of staff training solutions. Now looking for similar General Management position in the North East.

AREAS OF EXPERTISE

- General management
- Maximizing profit margins
- Business development
- Staff training / development
- Customer care
- Team leadership
- Recruitment
- Health and Safety / first aid
- Stock / inventory control
- Quality Assurance
- Operational management
- Refurbishments
- Security
- Financial controls
- Property management

PROFESSIONAL DEVELOPMENT

BIIAB	National Licensees Certificate	2004
WSET level 2	Wine and Spirit Education Trust Diploma	2004
NVQ level 3	Supervisory Management of On-Licensed Premises	2001
GNVQ	Business Administration	1996

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

VOLUNTEER

Mar 03 - Jul 05

Trust A, Hereford to Romania.

- Helped supply relief to persons in conditions of need, hardship and distress in Romania. Details can be discussed at interview.

MANAGER /LICENSEE

2003 - Jul 06

Public House A, Keyston, Cambridgeshire

- Responsible for the whole site (A.A Rosette, Michelin, RAC, Gold Ribbon Gastro Pub, Bib Gourmand restaurant seating 90, 16 staff): administration, guest relations, quality standards, budgeting, cost control, staffing, training and development in all areas of bar, restaurant, food and beverage.
- Administration of personnel files, wages, revenues, presenting accurate figures to central office.
- Employing, training and supervising a minimum of 16 staff in a busy restaurant and a bar to the achievement of quality standards.
- Built and increased staff morale and retention by developing a teamwork culture.
- Optimized staffing levels to match both the business demands and productivity targets.
- Helped produce quarterly budgets for revenue and expenditure.
- Established all office systems, cash handling procedures and Sage payroll.
- Implemented hygiene regulations, adhering to environmental health regulations.
- Decreased all stock losses and reduced all cash losses, food losses and wage costs since takeover. Optimizing liquor stocks to the achievement of agreed G.P.
- Achieved highest security controls by identifying and controlling poor cash controls and stock losses.
- Increased G.P. by 15%. in a very competitive local environment.
- Significant input into a major refurbishment.

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

MANAGER

2002 - 03

Public House B, Hereford.

Total General Management responsibility for the whole complex. Turning over £1 Million p.a.).

Employing, training and supervising 12 bar staff in 2 very busy bars (capacity 400). Hands on supervision of stock and cellar management, bar stock and preparation for opening, re-stocking, collecting glasses and washing glasses, keeping the bar area clean and catering operations

- Decreased all stock losses and reduced all cash losses since takeover.
- Controlled of staff bonus and incentive system. Trained staff to NVQ recognition.
- Constantly achieved annual growth in profit by implementing promotional activities and encouraging sales productivity from staff.
- Assisted in the club openings.
- Implemented hygiene regulations, adhering to environmental health regulations.
- Significantly increased bottom line profits by reducing food and liquor costs.
- Increased repeat business, increased sales through customer loyalty by organising and hosting special and varied style theme nights.
- Increased G.P. to 62%.
- Won numerous accolades.

BAR MANAGER TO ASSISTANT MANAGER

2000 - 02

Public House A, Keyston, Cambridgeshire

- These positions included similar duties as those stated above but to a lesser extent.

Company A., Hereford. (1997-2000)

SITE TRAINER / TRAINEE KEY-HOLDER

1998 - 00

- Introduced new staff recruitment programme, delivered training.
- Helped reduced staff turnover from 60% to 40% by maximizing teamwork and staff job satisfaction.
- Developed multi-skilling concept, carried out annual appraisals, personal development plans, all of which reduced labour turnover and increased staff morale.
- Formulated a training strategy that met the evolving needs of the business, staff and customers.
- Appointed high calibre staff, organised training and monitored performance through regular reviews.
- Bar and Diner Team Leader (1998). Team Member (1997).

PROFESSIONAL DEVELOPMENT AND ACCREDITATIONS

Formal external training and in-house courses, has supplemented my extensive hands-on management experience: Managing Financial Performance, Customer Care, Food Smoking Processes, Health and Safety, Fire Safety, First Aid at Work, Managing Poor Performance, Interview Skills, Basic Food Hygiene, Wine Tasting, Industrial Law, Management Principles, Marketing and Human Resources, Key Holder Theory.

PERSONAL

Interests and Pastimes: Cycling, Travelling, Architecture, Music, Reading, Computers.
Status: Single, 2 children.
Mobility: Full clean driving licence.
Born: 1979

References available on request.