
Paula Jones

Address Line 1
Address Line 2
Newcastle upon Tyne
Post Code

Telephone: 0191 123456. Mobile: 07957 12345.

HOSPITALITY / RETAIL MANAGEMENT - RESTAURATEUR

Proven abilities in meeting all objectives within company targets and retail operations. Highly successful in 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 challenging position in the North East of England.

AREAS OF EXPERTISE

- General management
- Maximizing profit margins
- Business development
- Staff training / development
- Marketing and promotions
- Team leadership
- Stock / inventory control
- Budgetary / cost controls
- Health and Safety / first aid
- Food / health and hygiene
- Property management
- Security
- Manpower planning
- Change management
- Computer literacy

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

TRAINEE MANAGER / MANAGER

Dec 05 - Present

Write Company A Here, Jesmond, Newcastle upon Tyne

General Management and hands-on responsibility in a very busy restaurant, ensuring a high standard of food preparation, presentation and menu planning whilst maintaining a high standard of health and hygiene in the kitchen and bar areas. Employing, training and supervising up to 23 staff in a busy restaurant and a bar.

- Implemented hygiene regulations, adhering to environmental health regulations.
- Decreased all stock losses and reduced all cash losses, food losses and wage costs since appointment.
- Achieved highest security controls by identifying and controlling poor cash controls and stock losses.
- Increased G.P. in a very competitive local environment.
- Developed mailing list and updating members of future events by regular emails and post.

Marketing Management:

- Implemented modernisation changes, oversaw refurbishment.
- Developed business to include catering for P.R. launches etc.
- Introduced new food menu and live entertainment - increased G.P. over 2 years.
- Top performing restaurant in the region, as determined by "Mystery Customer".
- Gained a 3 star hotel accolade as determined by the AA guide.
- Developed business and sales through customer loyalty by organising and hosting promotional nights.
- Gained 4 Star praise from the Telegraph.
- **Staff Training:** Introduced new staff recruitment programme, delivered training.
- Helped reduced staff turnover by maximizing teamwork and staff job satisfaction.

WAITRESS

Jun 03 - Dec 05

Write Company B Here, Jesmond, Newcastle upon Tyne

PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONT)

PROPRIETOR <i>Write Company C Here, Newcastle upon Tyne</i>	Nov 02 - Jul 03
WAITRESS <i>Company D, Jesmond, Newcastle upon Tyne</i>	Dec 01 - Nov 02
SPA THERAPIST <i>Company E Cruise Ship</i>	Feb 01 - Dec 01
BEAUTY THERAPIST <i>Write Company F Hotel, Newcastle upon Tyne</i>	1999 - 00
COSMETICS PROMOTIONS <i>Company G, (Newcastle upon Tyne)</i>	1999
WAITRESS <i>Company H, Quayside, Newcastle upon Tyne</i>	1998 - 00
WAITRESS <i>Company I Bar, Jesmond, Newcastle upon Tyne</i>	1995 - 98
AIRLINE ATTENDANT <i>Company J Airport, Scotland</i>	1995
NANNY	1993 - 95

PROFESSIONAL DEVELOPMENT

BIIAB	Licence (Retail)	Cert.	Basic Food Hygiene
BTEC	Diploma in Travel and Tourism	BTEC	Diploma in Beauty Therapy
City & Guilds	Association of British Travel Agents	Cert.	Health & Hygiene
IIH HT	Indian Head and Advanced Body Message	OCR	Computer Literacy
CIEH	Level 3 Award for Implementing Food Safety Management Procedure .		

Formal external training and in-house courses, has supplemented my extensive hands-on management experience: Managing Financial Performance, Fire Safety, First Aid at Work, Managing Poor Performance, Interview Skills, Wine Tasting, Industrial Law, Management Principles, Marketing and Human Resources.

PERSONAL

Marital Status:	Single.	
Date of Birth:	1976.	
Interests / pastimes:	Keep fit, music.	
Driving licence:	Full clean.	<i>References available on request</i>
