
Paul Jones

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GENERAL MANAGER - HOSPITALITY MANAGEMENT

Proven abilities in meeting all objectives within company targets and retail / hospitality 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 a similar General Management position.

AREAS OF EXPERTISE

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

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

AREA MANAGER

Jun 06 - Apr 08

Write Company A Here

- Covered many business functions for 7 sites from Oxford to York to company targets, including supplier negotiations, training, financial management, setting budgets succession planning, menu and GP reviews, management reviews, liaising with site managers and company directors.
- Reviewed company procedures and implemented quality changes.
- Consulted on site acquisition and company expansion programme.

GENERAL MANAGER

Aug 05 - Jun 06

Write Company B Here

- Oversaw the conversion into the B, opening and running this new late night venue in Birmingham. open to 5 am. Serving food to 4.30 am.
- Covered all aspects of running a city centre venue from entertainment, promotions, staff training, menu development, health and safety and standards and service.

GENERAL MANAGER

Oct 00 - Aug 05

Write Company C Here

Responsibilities included operational aspects for the whole site. Very much a hands on role, leading from the front, significantly contributing towards the management of people, product and equipment, whilst achieving P&L targets and maintaining systems of preventative maintenance and team scheduling. (turning over nearly £1 Million p.a.). Employing, training and supervising up to 30 staff.

- Oversaw a up to £100,000 conversion into a pub / restaurant as part of a £15 million takeover deal formerly owned by the Parisa chain.
- Implemented hygiene regulations, adhering to environmental health regulations.
- Decreased all stock losses and reduced all cash losses, food losses and wage costs since takeover.
- 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.
- Reduced labour turnover and increased staff morale.

DEPUTY TO GENERAL MANAGER

May 99 - Oct 00

Write Company D Here

Managed this very busy city centre restaurant. Including all aspects of financial procedures, audit trails and production of in-house profit and loss accounts.

- Increased sales by £2,000 per month to an average of nearly £900K p.a. and G.P. by 18% over 2 years.
 - Implemented modernisation changes. Introduced new staff recruitment programme, delivered training.
 - Developed business to include catering for P.R. launches etc.
 - Top performing restaurant in the region, as determined by "Mystery Diner - scored up to 98%.
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PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

RESTAURANT MANAGER

Feb 98 - Mar 99

Write Company E Here

Drove sales and business objectives in various, high performing restaurants, including Flagship Stores and the busiest store in the region. Implemented a regional business plan that was instrumental in achieving substantial growth in sales and profit in various other stores. Managing up to 20 staff including Assistant and Trainee Managers.

- Managed all aspects of this small restaurant.
- Developed a totally organic concept.
- Helped various stores to achieve record sales growth - reached 21% sales growth in one store.
- Achieved the highest company result in "food safety" out of over 100 restaurants.
- Identifying poor cash controls and reduced food losses.
- Helped reduced staff turnover from 60% to 40% by maximizing teamwork and staff job satisfaction.
- Top performing store in region, as determined by "Mystery Diner".
- Implemented Total Quality Management across all lines of business.
- Met all recruitment and staff training needs and long term plans in other stores.

Early Career Summary:

SENIOR HEAD WAITER

1995 - 97

Company F

- Ran a 1200 seat dining room on board a luxury cruise ship. Supervising 9 Head Waiters and a team of 100 waiters and assistants. Covering guest liaison, training. Reporting directly to the Dining Room Manager .

OPERATIONS MANAGER

1994 - 95

Company G

- Responsibility for 3 town centre wine bars and 1 night club, including recruitment and training of managers, supplier and contract negotiations, licensing and expanding current areas of trading.

GENERAL MANAGER

1990 - 94

Company H

- Dealt with all aspects of managing a bar taking £15K per week, with rapidly increasing food sales. Helped develop and implement new policies and events. Constantly achieved year-on-year growth.

CATERING MANAGER

1988 - 90

Company I

- Initially provided relief cover to central London contracts, thereafter took over a contract at the Daily Mail.

PROFESSIONAL DEVELOPMENT

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|--------------|--|-----------|
| Member | of the British Institute of Innkeeping | 2002 |
| HND | Hotel Catering and Institutional Management | 1986 - 88 |
| NVQ Assessor | Skills programme (D32) | 1994 |
| Course | WSET Intermediate Certificate in Wines and Spirits | 2001 |
| Certificate | Basic and Intermediate Food Hygiene | 1995 / 98 |
| Certificate | Craft Trainer 1 &2 | 1997 |

Formal external training and in-house courses has supplemented my extensive hands-on management experience: Managing Financial Performance, Fire Safety, First Aid, Managing Poor Performance, Interviewing, Basic Food Hygiene, Wine Tasting, Industrial Law, Management Principles, Marketing and HR.

PERSONAL

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| Marital Status: | Single. |
| Date of Birth: | 1969. |
| Interests / pastimes: | Reading, music and entertaining friends, most sports, studying Spanish. |
| Driving licence: | Full Clean. |

References available on request