
John Smith

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HOSPITALITY / GENERAL MANAGEMENT / RESTAURATEUR

♦ Catering - Operations Management ♦

Proven abilities and highly successful in meeting all profit objectives, operational targets. 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 General / Operational Management appointment at a more senior level in the London Region.

AREAS OF EXPERTISE

- General Management
- Maximizing Profit Margins
- Business Development
- Function / Event Organizing
- Marketing and Promotions
- Team Leadership
- Staff Training / Development
- Property Management
- Refurbishments
- Stock / Inventory Control
- Food / Health & Hygiene
- Health & Safety
- Budgeting / Cost Control
- Security
- Menu Development

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

GENERAL MANAGER / OWNER

Mar 04 - Mar 08

Restaurant A, Johannesburg, South Africa.

General Management responsibility for the whole site (2 restaurants). Very much a hands on operation (70hrs per week, 75 staff including 5 managerial reports. 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 (Turning over £1 Million p.a.).

- Established administration office systems, cash handling 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 appointment.
- Achieved highest security controls by identifying and controlling poor cash controls and stock losses.
- Developed mailing list and updating members of future events by regular emails and post.
- Significant input into a major refurbishment.
- Increased G.P. by over 25% in a very competitive local market.

OPERATIONS MANAGER (PARTNER)

2003 - 2004

Restaurant B, Cape Town, South Africa

- Marketed this site (one of Cape Town's best-kept secrets), to a welcome alternative to the city's many steakhouse chains.
 - Implemented modernization changes. Such as the cooking of steaks right in front of diners.
 - Planned new successful menus, including a gin and tomato soup starter, grilled ostrich fillet (described as the best in the Cape), grilled warthog ribs and a variety of new sauces.
 - Top performing steakhouse restaurant in the region, as determined by "Mystery Customer".
 - Introduced live entertainment.
 - Increased G.P. by 18% over 2 years.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

AREAS MANAGEMENT AND OPERATIONS DIRECTOR

1998 - 2003

Supermarket A, Cape Town, South Africa.

- Total responsibility for operations of a supermarket and deli chain comprising of 56 stores. Area of responsibility butcheries, bakeries, deli responsibilities included ranging, budgets, training. Human Resources, service, profits, new product development

EARLY CAREER SUMMARY AND ACHIEVEMENTS BY FUNCTION

Trainee

Service Workshop A

1996-98

Appointed Operations Manager

Company A, 160 restaurants responsible for 45 steak houses, 40 takeaways

1991-96

Area Manager

Restaurant C, Cape Town - Developed restaurant chain from 1 store to 6.

1980-90

Staff Training / Development:

- Introduced new staff recruitment programme, delivered training.
- Helped reduced staff turnover by maximizing teamwork and staff job satisfaction.
- Formulated a training strategy that met the evolving needs of the business, staff and customers.
- Appointed high calibre staff, organized training and monitored performance through regular reviews.
- Developed multi-skilling concept, carried out annual appraisals, personal development plans, all of which reduced labour turnover and increased staff morale.

Marketing:

- Organized on-site events, open days, receptions and tours.
- Developed hotel and restaurant packages.
- Co-ordinated meetings, site visits, seminar programmes, exhibition stands, merchandising.
- Produced catalogues and brochures.
- Implemented data capture system and developed a customer database for mail shot purposes.
- Developed external partnerships for promotional events with local businesses.

PROFESSIONAL DEVELOPMENT

BCom Degree

Bachelor of Commerce (University of Cape Town)

1979

Accolade:

Young Restaurateur of the Year

1982

COURSES

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, Basic Food Hygiene, Wine Tasting, Industrial Law, Management Principles, Marketing and Human Resources, various chef courses.

PERSONAL

Born:

1962.

Languages:

English, Afrikaans.