

Bryant Ho

Restaurant & Retail Manager

Career summary

A highly efficient, competent and reliable individual with extensive operation and customer service experience. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organising a wide range of store activities. Well organised and an excellent team player with a proven ability to work under pressure whilst at the same time ensuring a customer-centred approach. Keen to find a challenging position with a company that will allow him to develop his skills & potential.

EMPLOYMENT HISTORY

KOREAN FASHION DESIGN

Sales Consultant From JUNE 2014 onward

Overall responsibility for the smooth running of the sales office. Achieved and exceed sale targets by ensuring that every customer receives a fantastic overall experience.

Duties:

- Greeting customers as then entered the store, enquiring about their needs and then offering them advice and guidance
- serving customers, Managing cash and payment systems in accordance with company procedures and policies.
- Ensuring a high level of stock availability.
- Keeping store clean and uncluttered.
- Creating a positive working environment.
- Circulating documents via post and email.
- Managing staff work schedules.
- Raising purchase orders and chasing outstanding accounts.

Matahari Restaurant

Restaurant 2000 to December 2014

Key skills

QUALIFICATIONS

- Complete RSA Course for NSW Competency Card in year 2014 and complete RCG Course for NSW in year 2015 (Card no:CCH10356291 CLASS A).
- Complete HR Heavy Vehicle Driver Licence in year 2013.
- Complete Liquor Licensee course in year 2000.

ADMINISTRATIVE ABILITIES

- Providing training and orientation for new staff.
- Coordinating and arranging repairs to office equipment.
- Comprehensive knowledge of Microsoft Word, Outlook, Excel and Access.
- Scheduling meetings and preparing agendas for them.
- Effective organizational skills.
- Organising travel & accommodation arrangements.
- Resolving administrative problems.
- Supervising other staff.
- Scheduling and delegating administrative tasks.
- Creating presentations and writing up reports.
- Ability to type at 60+ wpm.

LANGUAGE SKILLS

- **English:** Native or bilingual proficiency
- **Cantonese:** Native or bilingual proficiency
- **Mandarin:** Native or bilingual proficiency

Manager

Responsible for maintaining a high and active profile at all times in the Restaurant, and for promptly dealing with any situation that may arise. Also responsible for staffing, customer satisfaction, financial performance, security and hygiene.

Duties:

- Maintaining hygiene and ensuring that health & safety standards meet the highest specifications.
- Responsible for recruiting, training & developing restaurant staff.
- Chief meeting to come up with new dishes every 2 months
- Creating a positive working environment.
- Increasing sales by ensuring guest satisfaction and delivering a high level of hospitality.
- Completing all paperwork and then filing it accordingly.
- Dealing with and responding to customer complaints, and always ensuring that the customers leave satisfied.
- Managing staff work schedules.
- Purchasing stock, supplies and negotiating best prices with trade suppliers

Academic qualifications

Central 1994 – 1999
Queensland
University
Bachelor of Accounting

Meadowbank 1992-1994
TAFE
Diploma in Accounting

REFERENCES

Available on request.

CONTACT DETAILS

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