

## Venue manager – CRISTIAN RUS

### Personal Information

NAME	Cristian Rus
ADDRESS	Kingsland, Auckland
PHONE	+64 20 4192 6150
EMAIL	cristianrus@hey.com
RIGHTS TO WORK	Spanish with Permanent Residence
DATE OF BIRTH	22.04.1994

### Summary

General Manager with 4+ years experience and more than a decade in restaurants. Consistently boosting sales and enhancing guest experiences through effective team leadership and operational excellence. Committed to creating exceptional dining environments and developing high-performing teams.

### Work Experience

DATES	March 2021 - Current
POSITION	General Manager
EMPLOYER / ADDRESS	Gina's / 448 Mount Eden Rd, Auckland 1024
TYPE OF BUSINESS	Italian restaurant
DATES	November 2022 - January 2023
POSITION	Waiter / Bartender
EMPLOYER / ADDRESS	Pla Thong / 609 Mount Eden Rd, Auckland 1024
TYPE OF BUSINESS	Premium Thai restaurant
DATES	October 2020 - March 2021
POSITION	Bar Manager
EMPLOYER / ADDRESS	Gina's / 162 Symonds St, Auckland 1011
TYPE OF BUSINESS	Italian restaurant
DATES	April 2020 - October 2020
POSITION	Waiter / Bartender
EMPLOYER / ADDRESS	Portofino / 89 Customs St, Auckland 1010
TYPE OF BUSINESS	Italian restaurant

Current key responsibilities

**Manage staff** recruitment, team-building, problem-solving, and create efficient rosters for a team of 15 to 20 people.

Establish and maintain **connections with suppliers**, negotiating agreements that enhance profitability and improve product quality.

Ensure staff utilize **upselling techniques**, maintain strong product knowledge, and deliver **top-tier customer service**, leading to improved team performance and professionalism.

Work on **budgets and financial planning**, consistently achieving business goals with a focus on revenue growth and operational efficiency.

Maintain seamless **communication between kitchen, bar, and floor service**, ensuring smooth operations and an great overall guest experience.

Drive continuous **improvements in service quality** and product offerings, ensuring long-term customer satisfaction and business growth.

Build and nurture **strong customer relationships**, fostering repeat business and loyalty through personal interaction and exceptional service.

Achievements over the years

**Built the full operations of two new venues**, from conceptualization to successful daily management.

**Increased venue sales by 300%** over three years through strategic planning, team development, and guest engagement initiatives.

**Improved bar sales by over 500%**, focusing on quality offerings, a richer menu and enhanced customer engagement.

Implemented **successful sales strategies** that pivoted the venue's direction and the sales improving customer satisfaction and revenue.

## Professional development

Aspiring to further excel in the high-end restaurant industry, aiming to:

- Expand my knowledge of business management and team working
- Pursue the growth of the businesses where I am involved
- Gain proficiency in different hospitality tools and systems
- Expand further knowledge in spirits and wines from around the world
- Network with industry leaders to stay up with emerging trends and innovations in fine dining

## Education

DATE	September 2013 - June 2015
TITLE	Diploma in Business Management
ORGANISATION	University of Castellon (Spain)
DATE	September 2015 - May 2019
TITLE	Bachelor Degree in Design
ORGANISATION	University of Valencia (Spain)
DATE	October 2020 - May 2021
TITLE	Master Degree in UX Design
ORGANISATION	Media Design School of Auckland (New Zealand)

## Qualifications

LANGUAGES	Spanish native, English bilingual proficiency (IELTS Band 8.5)
LICENCE	NZ full license

## References

References available upon request

*This CV was updated on August 2024.*