

OLIVER METZ

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I would consider myself a good Team Leader with great communication skills. I like working with customers and teams. I am a hard worker with great service skills, and I am always there to help and support the business and customers.

The customers come before anything and they should be the reason why we want to excel in every aspect of our job, I am also willing to relocate to Poland as I believe there is a lot better job opportunities and utilize knowledge gathered from previous jobs and use this in my new career.

EXPERIENCE

29/03/2015 – 10/10/2018

STORE MANAGER, WHITBREAD

- Customer service
- Demonstrating products
- Running reports (KPI's, Man power strategy, Holiday plan, P&L)
- Supervisory experience
- Counting stock and checking stock variance reports
- Managing margin values and fixing the gaps
- Doing ordering and deliveries
- Planning the rotas for 4 weeks ahead
- Stoking up the fridge, FIFO and day-dotting
- Maintaining cleanness in the shop
- Cash handling, safe and till counting
- Banking and log book
- Logging incidents
- Team development Plan
- Make sure Brand standards are in place

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- Ensure high levels of customers satisfaction through excellent service
Complete store administration and ensure compliance with policies and procedures
Maintain outstanding store condition and visual merchandising standards
Report on buying trends, customer needs, profits etc
- Propose innovative ideas to increase market share
- Conduct personnel performance appraisals to assess training needs and build career paths
- Deal with all issues that arise from staff or customers (complaints, grievances etc) • Have been as a shining example of well behavior and high performance
- Additional store manager duties.

20/10/2018 – 06/01/2019

F&B MANAGER, ST PIERRE PARK HOTEL, GUERNSEY

- Plan, hire, train, oversee and manage the members of staff.
- Oversee and supervise the welcoming of customers
- Always strive towards and exceptional customer experience. • Communicating and build strong relationships with suppliers
- Comply with all health and safety regulations.
- Food and beverage Standards.
- Oversee daily operations.
- Assist various departments in selection process and provide guidance to staff members according to company procedures.
- Identify customer needs and respond proactively to all of their concerns.

07/01/2019 – 13/04/2019

STORE MANAGER, SANDPIPERCI ST PETER PORT GUERNSEY

I unfortunately wasn't in this job role for very long as I had to leave Guernsey for personal reasons, the time that I was there I had managed to change a few things around the store as in dismissing staff that were not following company procedures, In house training with one team member to the point that they reached assistant manager role, also helping with my area manager to assist with disciplinaries for other stores that are a part of SandpiperCI.

- Recruit and hire staff for the store to meet the needs of customers.
- Training new employees and provide continuing training and education to current employees.
- Maintain health and safety standards and procedures.
- Manage budgets and KPI's
- Implementing new risk assessments into the store and managing team training accordingly.

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- Overseeing pricing and stock control.
- Preparing promotional materials and displays.
Leasing with head office and HR.
Dealing with customer complaints and queries.
Maintaining the overall image of the store; Brand Standards and Visual merchandise guidelines. ▪
Reaching sales Targets and increasing profits, by tracking accurately STD,WTD, YTD performance and taking action accordingly.
- Complete schedules and assign duties and responsibilities to the stores staff.
- Manage store inventory. Good team leading skills gained as team leader through team engagement, motivation and staff development
- Hiring and training team members
- Assessing and auditing areas of improvements
- Passed NSF, QE, monthly checks audits
- Reduced the employee turnover and kept it at 90% retention compared to previous years
- Implementation and management of health & safety, HR, Finance, control procedures
- Job-related skills
- Passionate about developing team members
- I consider that it is important that we are able to spot talent as leaders of a business and I am very aware of that
- Capability of planning ahead to make sure business runs smoothly and everyone is having the correct time to learn and develop
- Provide the right tools to the team/business • Made progress in overall Shop revenue
- Excellent Communication skills.
- People skills with the ability to lead and motivate the team.
- Ability to work in high pressure situations and to "think on your feet"
- I am a very hands-on leader with proven track record in driving revenue, training and development, managing budgets, building team of effective and efficient individuals and team player that can motivate, coach and is able to produce highest work efficiency whilst maintaining highest service standards.

19/08/2019 – 07/09/2020

DUTY MANAGER, PREMIER INN CAMBERLY

My role as a Duty Manager includes many of the aspects I have listed in my previous jobs but also overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees. We will also meet regularly with higher management to stay up-to-date with organizational changes, issues and improvements.

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- Keep track of monthly, quarterly and yearly goals
- Work with management to assess and improve processes and policies
- Monitor and report on revenue and cash flow
- Uphold and enforce company policies
- Train new hires
- Address employee complaints or performance issues as needed
- Check in with employees regularly to determine satisfaction
- Schedule shifts
- Help management create the department's budget
- Address customer issues and complaints
- Schedule regular maintenance and cleaning of facilities
- Meet regularly with upper management to stay informed on company issues • Oversee security of the facility

07/09/2020 – 28/02/2021

STORE MANAGER, USC TUNBRIDGE WELLS

Unfortunately I had to close my shop down in February 2021, this was due to Covid-19 reducing footfall and sales in our area, we were placed in the Royal Victoria Palace shopping center in Tunbridge Wells, many shops have left there since and this was a hard time for me and my staff as we had just built a very good team and good connections, but all great things must come to an end.

- Recruiting and hiring staff for the store to meet the needs of customers and sales targets.
- Training new employees with expert in house training, utilizing company procedures and my own management experience.
- Maintain health and safety standards and procedures, this includes Weekly fire alarm checks, Clothing stand checks to make sure nothing is fault or broken.
- Manage budgets from Sales targets to Staffing hours, KPI's, UPH, staff retention.
- Overseeing pricing and stock control on a daily basis with price changes implemented from head office.
- Preparing promotional materials and displays, this includes implementing new POS in store to A4 or A3 POS on my shoe department or large vinyl's to go into the window display and mannequin displays.
- Leasing with head office and HR.
- Dealing with customer complaints and queries.
- Reaching sales Targets and increasing profits, by tracking accurately STD,WTD, YTD performance and taking action accordingly, Weekly conference calls with my area manager and other stores in the area to keep up to date with the business.
- Complete schedules and assign duties and responsibilities to the stores staff and my new trainee supervisor.

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- Manage store inventory. Good team leading skills gained as team leader through team engagement, motivation and staff development
 - Assessing and auditing areas of improvements
 - Reduced the employee turnover and kept it at 90% retention compared to previous years
 - Implementation and management of health & safety, HR, Finance, control procedures
- Job-related skills
- Passionate about developing team members
- I consider that it is important that we are able to spot talent as leaders of a business and I am very aware of that
- Capability of planning ahead to make sure business runs smoothly and everyone is having the correct time to learn and develop
 - Provide the right tools to the team/business
 - Excellent Communication skills.
 - People skills with the ability to lead and motivate the team.
 - Ability to work in high pressure situations and to "think on your feet"

01/03/2021 - 22/04/2022

SHOP FLOOR MANAGER, HOUSE OF FRASER, MAIDSTONE

I was fortunate enough to be offered a Floor Manager position in a House of Fraser by my area manager. This was amazing for me as it meant I was able to stay with the same company that I was in with USC – Sports Direct, they are now changing all their branding to be Frasers Group. I am currently doing the same as my previous job in USC but just on a much larger scale as the 1st floor which is my floor was about twice the size of my shop. I now am in charge of the whole menswear department which also includes men's shoes, childrenswear, children's shoes and a home section which has everything from electricals to crockery to bath towels. I do not want to list out all of the bullet points above as I do not want to repeat myself but I will list a few things extra that I am doing now.

- I am now in charge of a team of 20 (at Christmas this can be 30+), whereas at USC my team was 9.
- Daily tasks would be ensuring my team are assigned their positions and tasks for the day and managing them over the course of the day.
- If we have new starters this would ensure I show them the ropes and how train up to 6 people at a time, making sure they have correct and adequate training.
- I am quite OCD myself so cleanliness and tidiness is a big thing for me, so when staff are folding and closing down (Finger spacing, cubing is correct for that size of product and in the right order chronologically, folding is perfect), everything needs to be in order and when folding logos on t shirts, jumpers etc. needs to be inline vertically and each product should be the same.

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- Where we have a lot of premium brands in store we will regularly get sent out style files which is a document that shows us how we should display that certain brand, I.e. core packages of tees should all be together, certain new summer stock should be together and sale to one side, they will also request pictures ensuring stores are following along and our store also has brand representatives come in.
- Our store is the base hub for my area manager and regional manager so everything always has to be perfect and I will always be managing my team throughout the day, assisting and supporting them when needed, I have also had to have informal and formal chats regarding staff members behavior and their day to day attitudes.

25/04/2022 - 30/06/2023

SHOWROOM SALES MANAGER, CITY PLUMBING, TUNBRIDGE WELLS

My role as a Showroom Sales Manager was to know that the perfect bathroom needed planning, it required trust, a creative flair and the ability to bring an idea to life - this is where I came in! I identified and capitalized on every sales opportunity, inspiring my customers with the perfect solutions for their dream bathrooms.

Also at my career with City Plumbing when I had no customers in my Showroom I would work with my colleagues who would serve the trade and retail customers. I quickly picked additional product knowledge consisting of how the products would work, what they were, technical advice so I would be able to help customers trade and retail. This would work out well as it would give me an even bigger insight to how everything worked in bathroom planning, installs, and bathroom/retail products. This helped my career progress at City plumbing as I would travel and assist other branches. Later on I was also offered an Assistant Manager position at a new branch.

- To create and maintain a loyal customer base through a continuous proactive approach, building rapport with customers and generating new and repeat business.
- On occasion new starters would be assigned to my branch for training. This consisted of showing them the ropes, training them up to company standards and to follow company guidelines.
- Managing the end-to-end sales journey for customers, putting their wants and needs at the forefront to ensure they achieve the bathroom of their dreams.
- Working and collaborating with your in-branch colleagues to build relationships and cross sell to our current trade customers.
- Make sure the bathroom showroom is known locally, use creative ways to ensure the local area knows you are there and the brilliant service you offer.
- Always striving to make your showroom the best in order to anticipate and exceed customer needs.

01/08/2023 - CURRENT – Slupsk - Poland

SALES MANAGER AND COORDINATOR FOR ENGLAND, FASTER GRUPA , Hybrid working from Home/Office.

My Role within Faster Grupa is to essentially liaise/procure with England contacts and businesses, I am the main direct of contact for England, even other countries in particular that spoke English. Faster Grupa is a company which are the producers of Ship interiors, Hotel interiors, Restaurant interiors/Bars and Handcrafted Wall Paneling, We've produced beautiful constructions for multiple places around Europe from the biggest waterpark in Poland to a new 2 million euro hotel in Warsaw. I will attach a link

to a presentation I made for our company to introduce to our clients which I will share with you so it can show a lot more valuable information on who and what we are.

https://www.canva.com/design/DAFq8f7xXZw/bb0Vh3ZfE0Z4hxY5qJrQeA/view?utm_content=DAFq8f7xXZw&utm_campaign=designshare&utm_medium=link&utm_source=publishsharelink

- To create and maintain a loyal customer base with English/European companies through a continuous proactive approach, building rapport with customers and generating new and repeat business.
- One to one or multi-group teams chats to discuss budgets, technical drawings and materials.
- Contacting new businesses and discussing new projects and how we can be of value to them.
- Tailoring each project to be unique which the wide range of materials and different techniques we use to craft our furniture.
- Review and negotiate contracts and prices with foreign organizations and vendors.
- Meet with potential clients and buyers to discuss features and benefits of products/services.
- Identify potential foreign markets for expansion(Expanding to England).

SKILLS

- Good computer skills on Microsoft Word, Excel, Outlook and Till systems
- Day Force Administration
- HR Ceridian
- Micros operating System
- Great leadership skills (currently responsible for a team of 20 people)
- Good organizational skills gained as a person that started from a Team member through the Assistant manager and Store Manager position.
- Dedicated and extremely quick learner
- Work well under pressure
- Good computer skills, i.e. I have a good knowledge of coding, I currently know 3 different coding languages, creating websites, applications and games.
- I have also made my own side business using my coding skills to create modifications for games.
- I am Efficient with the C# coding language, in my spare time I am currently making a game for wife.

I agree to the processing of personal data provided in this document for realising the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free

movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

Wyrażam zgodę na przetwarzanie moich danych osobowych również na potrzeby przyszłych rekrutacji, zgodnie z art. 6 ust. 1 lit. a Rozporządzenia Parlamentu Europejskiego i Rady (UE) 2016/679 z dnia 27 kwietnia 2016 r. w sprawie ochrony osób fizycznych w związku z przetwarzaniem danych osobowych i w sprawie swobodnego przepływu takich danych oraz uchylenia dyrektywy 95/46/WE (ogólne rozporządzenie o ochronie danych).