

## **Lavrendis Konstantinidis**

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### **Profile**

Having always been a fan of the dynamic work environment, I am pleased to be able to offer several bespoke skills within the hospitality industry. Not only has my past employment focused upon this sector, but I have also gained experience by attending a numerous training courses over the years. This makes me an ideal candidate for a management position. I am also looking to pass my knowledge off to others who may be just entering this environment. I am a dynamic and hardworking individual with a friendly personality, excellent communication skills and the ability to cater to the needs of the individual customer. Currently looking for a position with an ambitious and rewarding company that offers opportunities for development and career progression.

### **Personal Qualities**

- Strong and effective communicator (including cross functionally)
- Structured, organised work approach
- Flexible, resilient, persistent
- High levels of self-motivation, drive & commitment
- Results / target driven
- Resourceful
- Pragmatic, methodical
- Team player
- Adopts high personal and professional standards
- Values diversity in people

### **Key Skills**

- Understanding of Cross departments Disciplines
- Knowledge of appropriate production processes
- Knowledge of appropriate equipment / machinery (stores)
- Team / people management
- Computer Literacy in Microsoft office – Excel, PowerPoint, Word, in-house business systems
- Good working knowledge of food / beverage production associated processes and capabilities
- Health, Safety, Food Hygiene & Environment Awareness Knowledge

### **Business Behaviours / Competencies**

- Leadership
- Team Focus
- Change & Innovation
- Ownership & Accountability
- Excellence
- Customer Focus
- Effectiveness

## Professional Experience

### **CHAO CHAO & Burgerz n'Wingz (By Giorgio's Continental LTD) October 2017-Present**

#### **Head of Operations**

I have been hired from GCL (Giorgios Continental) to bring in life a project they had in mind. With myself as a lead manager we have created a very successful southeast Asian takeaways chain and an American concept takeaway chain. The goal was to create a very scalable model easy on operations and very little room for errors. After 5 years of hard work with my team we successfully deliver and now I think it is time for my next challenge in my career.

#### **Duties:**

- Daily management of all sites
- Support and development of each business
- Developing each of the individual brands
- HR & Recruitment for all businesses
- Have knowledge of all restaurant activity and can cascade to all teams
- Development of Food and Beverage offers with stakeholders
- Working to budgets / departmental KPI's
- Install a culture of pace with staff by setting internal targets for teams.
- Develop a good understanding of trends, patterns, and feedback - continuously provide recommendations to refine and improve our offer.
- Work with all platforms (Deliveroo, Uber eats, Just eat) to ensure maximum value added
- Ensure high levels of customer experience at all times, including customer complaints
- Overall responsibility for the Premises
- Planning and opening of new sites

#### **Achievements:**

- Increased revenue x4
- Reduced expenses and direct overheads
- Reorganized the kitchens for fast and effective service
- Reduced payroll from 30% to 22%
- Successfully opened 3 stores
- Reduced staff turnover by 70%
- Created training programs that are fast and cost effective
- Reduced kitchen equipment by changing the operations in the kitchen so we can have lower opening budgets
- Trained and mentored all my managers and assistant managers

**Jurys Inn Liverpool****February 2017-August 2017****Food & Beverage and Conference & Events Manager**

*I was working at the Jurys Inn in Liverpool which is part Amaris hospitality. I proudly worked for one of the busiest properties in the company with 310 rooms. As F&B manager, I was responsible for the bar, Restaurant (100+ covers), room service and 10 function rooms. I have also been in the team which created the new SOPs for the new menu we launch on summer 2017.*

**Duties:**

- Planning and organizing the department
- Leading F&B team by attracting, recruiting, training and appraising talented personnel
- Developing and monitoring staff's performance
- Supporting, mentoring and coaching the team, assistant managers and supervisors.
- Controlling wages to be in line with budgets.
- Duty manager shifts
- Ensuring excellent levels of internal and external customer service
- Ensuring departmental scores are in target

**Holiday Inn Coventry South****January 2014 – February 2017****Food & Beverage and Conference & Events Manager**

*Working as an F&B and C&E Manager, for Kew Green, one of the biggest hospitality companies in the U.K. Kew Green is the sole owner of Holiday Inns and a few Crown Plazas. I proudly worked in Holiday Inn Coventry South, the fastest growing hotel in the Central Region, with capability of 52 rooms, Restaurant and Cocktail Lounge, Room Service, Banqueting Bar and 8 event rooms hosting up to 300 guests.*

**Duties:**

- Developing and implementing staff training programs.
- Developed new cocktail menu and train all staff to the highest possible level
- Developing and monitoring staff's performance
- Stock takes and cellar management.
- Controlling wages to be in line with budgets
- Supporting, mentoring, and coaching the team, team leaders and supervisors.
- Identifying training needs within the team and working alongside them to ensure that these are addressed.
- Transforming the culture of the restaurant to one of open communication and transparency of decision making.

**Other experience**

**Hilton Birmingham Metropole      *October 2011 – January 2014***

**Restaurant Manager**

Education
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| • | 2006-2007  | <b>Maintainer of Central Heating</b><br>3 <sup>rd</sup> Technical Professional School of Thessaloniki      |
| • | 2004-2006  | <b>Thermal and Hydraulic Installation</b><br>3 <sup>rd</sup> Technical Professional School of Thessaloniki |
| • | 1993 -2004 | 3 <sup>rd</sup> Secondary School of Thessaloniki, Greece   |

Personal Skills
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**Mother Language:** Greek

**Other Languages:** English (Proficient), Russian (Intermediate), Armenian (Intermediate)

**Computing:** Microsoft Office Packages, Micros Operating System, Brilliant Operating System, Till  
Tech Operating system

**Driving License:** Full Driving License

**Greek Army:** Anti-Aircraft Missile Weapon Specialist

**References available upon request**