

## Contact

[www.linkedin.com/in/](http://www.linkedin.com/in/)

## Top Skills

Restaurants

Food & Beverage

Hospitality

## Languages

German

English

Italian

## Certifications

Wine Sommelier

Train the Trainer

# Aziah Lapuma

Food and Beverage Manager at Hotel Kitzhof - Mountain Design Resort

Austria

## Summary

Experienced Restaurant Manager with a demonstrated history of working in the wine and spirits industry. Skilled in Catering, Restaurant Management, Hospitality Industry, Event Management, MICROS and SAP. Strong operations professional graduated from Hospitality and Tourism College with special focus on Hotel and Tourism management. Well educated as Wine Sommelier with diploma from Wifi Vienna.

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## Experience

Hotel Kitzhof - Mountain Design Resort

Food and Beverage Manager

September 2018 - Present (5 years 5 months)

Kitzbühel

WEIN & CO

Restaurant and Bar Manager

July 2017 - June 2018 (1 year)

Vienna

- Setting new SOP's
- Planning and creating Sales of Events and Conferences
- F&B Event Management
- Team Trainings
- Inventory Controlling
- Duty- Roster Planning

Das Spittelberg

Assistant Restaurant Manager

October 2016 - June 2017 (9 months)

1070 Vienna

Reopening and repositioning of a new restaurant concept by Harald Brunner  
Unique Wine cellar with over 100 national and international wines  
setting up of service standards

assisting restaurant owner and head sommelier  
responsible for all service standards  
took over guest relationship management

### **TIAN Bistro Betriebs GmbH**

**Betriebsleiter**

May 2015 - April 2016 (1 year)

1070 Wien / Vienna

responsible for the opening of the second TIAN Bistro in Vienna  
leading a young team of 18 teammembers  
ambassador of vegetarian / vegan Bistro food  
created new SOP's, training plans and sessions  
developed new trends  
organised in- house events  
online marketing  
financial management  
hired and developed new talents

### **Mantra Dine & Cocktail Bar**

**General Manager**

November 2014 - April 2015 (6 months)

comprehensive planning, direction and leadership for the operations of Mantra Dine & Cocktail Bar and its future developments and ensuring its profitability, involve in providing managerial reporting of financial performance against operations goals,  
initiate long- term operational excellence and high performance ethical standards,  
improve operational systems, processes and policies in support of the company's business goals, specifically, improved business process,  
oversee all operational financial planning,  
oversee monthly assessment of operational financial performance,  
deliver timely and accurate financial analysis of operational financial performance and reports,  
clear understanding of business objectives, current operational/marketing activities and provide strategic insight and tactical foresight,  
diplomacy to deal with all levels of personnel,  
activate and leading marketing tools including social marketing (Facebook, Instagram,...),  
leadership skills that motivates and promotes team building and creates a positive working environment

jones the grocer stores

Senior Store Manager

June 2014 - November 2014 (6 months)

ION Orchard 2 Orchard Turn #04-14 Singapore, 238801

managing entire store business,  
setting new targets and goals on a store level,  
weekly training for FOH and retail to increase and improve store sales,  
delegate retail supervisor to ensure the retail section is presentable and visual for customers,  
responsible for correct purchasing for FOH and BOH items,  
monthly inventory and reports,  
managing all in- stores finances (Retail, Bar, Kitchen, Restaurant),  
working/developing on in- store audits, incentives, training schedules

Brotzeit International Pte Ltd

2 years 10 months

Restaurant Manager & Bier Güte Inspektor

January 2014 - June 2014 (6 months)

1 Harbourfront Walk #01-149 - Singapore 098585

daily training to ensure the high service standards,  
managing the store- finances,  
responsible for entire store business,  
developing new sales/marketing strategies,  
in- store audits,  
planning and organising private functions and cooperate events,

installing all new Brotzeit® Bars (Asia)

weekly Beer and Bar hygiene quality checks,  
responsible for the correct usage of Celli S.p.A. Equipment,  
creating new beverage promos and menus,  
coach new bar employees for the high Brotzeit® standards domestically and abroad (Franchise),  
negotiate with new potential beverage suppliers.

Assistant Restaurant Manager & Bier Güte Inspektor

July 2013 - January 2014 (7 months)

1 Vista Exchange Green #02- 17 – Singapore 138617

acting restaurant manager,  
weekly training to ensure the high service standards,  
managing the store- finances,

responsible for entire store business,  
developing new sales strategies,  
creating new beverage promos and menus,

installing all new Brotzeit® Bars,  
weekly Beer and Bar hygiene quality checks,  
responsible for the correct usage of Celli S.p.A. Equipment,  
coach new bar employees for the high Brotzeit® standards  
domestically and abroad (Franchise).

#### Floor Manager & Bier Güte Inspektor

September 2012 - August 2013 (1 year)

1 Vista Exchange Green #02- 17 – Singapore 138617

create front of house schedule,  
managing duty of staff,  
responsible for daily smooth operation,  
teach new staff members our high Brotzeit® Standards  
handling reservations,  
end of month inventory,

installing all new Brotzeit® Bars,  
weekly Beer and Bar hygiene quality checks,  
responsible for the correct usage of Celli S.p.A. Equipment,  
coach new bar employees for the high Brotzeit® Standards  
domestically and abroad (Franchise).

#### Bar Supervisor

September 2011 - September 2012 (1 year 1 month)

1 HarbourFront Walk #01- 149 - Singapore 098585

daily inventory,  
responsible for cash and credit card payment/settlement,  
manage the beverage orders,  
create the Bar Schedule,  
team leader of the bar staff

#### Hotel & Restaurant Kaisergasthof

##### Barmanager

June 2011 - September 2011 (4 months)

Weyregger Straße 75 - 4852 Weyregg am Attersee/Upper Austria

hands on work in a casual bar (Parapluie Bar),  
organise bar menu,

event planning (Karaoke Night, Promotion Parties),  
weekly inventory,  
responsible for cash handling.

#### Apotheke Bar by Albert Trummer

Mixologist

June 2010 - September 2010 (4 months)

Barkeeper/Mixologist,

organise private parties,

Teamleader,

organise daily cleaning,

supplier of fresh fruits, vegetables and spices,

responsible of regular guests

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## Education

Wifi Tirol

Lehrlings Ausbildner · (December 2020 - December 2020)

Wifi Wien

Österreich Sommelier · (February 2018 - June 2018)

Hospitality and Tourism College with special focus on Hotel  
management

qualification for university entrance, Accounting and Finance,

Hotelmanagement, Marketing, Tourism · (2004 - 2011)