

## PROFESSIONAL PROFILE

A results-driven and people-focused Manager with over 10 years' experience in the hospitality industry, and a further 3 years' experience in fundraising and B2B research roles. Proven track record of recruiting, training and developing teams of 20 to produce outstanding results that receives awards. Possesses excellent stakeholder management, workflow coordination and communication skills in fast-moving environments, with an ability to work well under pressure. Target driven, with several years' experience working in B2B sales and research, consistently meeting ambitious targets. Currently looking to secure a new role outside of hospitality that will utilise transferable skills and experience.

## KEY SKILLS

- Financial Reporting
- Customer Service
- Team Leadership
- Recruitment & Training
- Stakeholder Management
- Target Driven
- Sales Growth
- Process Optimisation
- B2B Sales

## PROFESSIONAL EXPERIENCE

### Restaurant Manager

Feb 2015 – Nov 2020

HAWKSMOOR, MANCHESTER

- Established Hawksmoor Manchester as one of the top restaurants in the north of England from opening
- Consistently delivered sales growth of 10-20% every year since the opening of Hawksmoor Manchester in 2015
- Recruited, trained, developed and managed a team of up to 20 staff across the restaurant and kitchen
- Created and implemented new processes to deliver more effective recruitment
- Reduced wage spend by analysing weekly sales trends to optimise shifts and effectively keep staff costs within targets
- Produced financial reports of weekly sales with consistent sales of £110k+ a week

#### Awards:

- Placed in the Top Ten places to eat in the North
- Won the Best Front of House Award at Manchester Food and Drink Awards twice in three years

### Front of House Trainer

Jun 2013 – Feb 2015

ARTISAN KITCHEN AND BAR, MANCHESTER

- Worked as part of the opening team, including training new hires and setting objectives
- Managed all aspects of the busy premium restaurant with net sales of over £100k a week
- Promoted into a training role, taking responsibility for the standards and training of the restaurant team
- Ensured that all team members were up to date with the relevant H&S and food safety training

#### Earlier Career:

- Beluga Cafe Bar, Manchester, Duty Manager (2009 – 2013)
- Face2Face Ltd., Charity Fundraiser (2008 – 2009)
- B2B International, Researcher (2006 – 2008)
- *Voluntary roles with DfID Kenya (2009) and Finance Assistant for charity Retrak (2011 – 2013)*

## EDUCATION

### Web Developer Boot Camp

Manchester University

Feb 2021 – Aug 2021

**A-levels: Chemistry, Physics, Applied Mathematics, General Studies**

**AS level- Computing**

St Thomas Aquinas 6th Form College, Stockport

2002 – 2004