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Profile

An experienced senior manager with skills developed within the hospitality and tourism sectors. Proven ability to manage, lead and market a range of businesses with tangible success.

Skills Summary

Educated Degree Level

- Circa 25+ years within fast-paced environments in the retail hospitality sector.
- Consistently achieve and exceed targets.
- Proven ability to multitask and manage multiple projects.
- Tangible success in relationship management and business development
- Equally comfortable to work on own initiative and as part of a team.
- Proven to negotiate and navigate challenging environments to achieve a successful outcome
- Consistently embrace Continuous Professional Development (CPD) in a range of disciplines including social media and marketing
- Project managed new store openings via critical path analysis.

Current Position: Building Facilities Manager, URBEO R.E.I.T/MDPM property management.

- Operational management of multi site properties, including 282 apartment complex across 6 buildings and associated service buildings, 130 three and four bedroom houses and a single block of 19 apartments.
- Liaise with central office re arrivals/departures, and associated paperwork.
- Viewings, Lettings, screening of tenants, PRTB.
- Phased pre-opening handover from **Cairn Homes P.L.C.**
- Yardi software system
- Liaise with external contractors covering electrical, air con, M and E, broadband providers and district heating systems.
- I.T audit comply system, for snagging, preventative maintenance, recording of incidents.
- Adherence to statutory requirements including health and safety, fire, waste management, security and GDPR.
- Draw up and maintain service level agreements.
- Reporting structure/ point of contact via Cairn, Landlord and property management company.

June 2019 to October 2020: Emerald language school.

Position: Facilities Operations manager.

Duties to include:

- Liaise with centre and duty managers across 7 Dublin locations at peak summer period.
- Maintaining service level agreements with external contractors, housekeeping, cleaning Catering and security.

- Assist in recruitment to ensure appropriate staffing across all locations.
- Training of seasonal staff.
- Attend M.E.I. trade meetings
- Hold emergency phone on rota basis, solving issues such as passports, medical emergencies Broken curfews etc.
- Student accommodation, host families, college residences, garda vetting etc.
- Liaise with activity coordinator, weekend excursions, tours, games etc.

August 2018 to June 2019: Eclectic Hotels, Manchester, UK.

Position: Operations manager.

- Front office management systems, to maximise occupancy and revenue yield.
- Night audit functions, revenue reconciliation across all departments.
- Security, health and safety, compliance with all statutory regulations.
- The general smooth running of the day to day operations.

Developed 4 restaurant sites at various Dublin locations at various stages.

These restaurants were owner operated, from concepts, design, fit out from shell and core, marketing, ,financials, banking etc. These included:

Real Gourmet Burger

Dun Laoghaire and Terenure

2009 to 2018

Owner

- Developed the business to industry KPIs. For example, Drive revenue, cost of sales control through stock control on a daily basis. Exercise wage control through effective rostering, and monitor operating expenses relentlessly.
- Adapted to modern day marketing by implementing social media marketing campaigns on all social media platforms.
- Developed prominent relationships with Just Eat and Deliveroo as a way of increasing revenue in both premises.
- Landlord and tenant relationship through various rent review negotiations.
- Networked with local businesses, trade associations, sports organisations and schools to develop relationships and generate business.
- Implemented a two-tier operation policy for the business. This was to cope with seasonal fluctuations, for example, the peak summer season and winter downturn.
- **Wherever I have worked, I have always been a business leader, looking to be involved in that Community, and develop contacts and build relationships accordingly. This work was done on a voluntary basis, with the idea that A RISING TIDE RAISE ALL BOATS, so to speak. Examples include:**

Board Director of Dún Laoghaire Business Improvement District (voluntary position).

- A proponent of Dun Laoghaire Business Improvement District (B.I.D)
- Chairman of the Events and Festival Steering Group.

- Member of cruise line stakeholders group with a strategy to develop the town as a marine leisure tourism destination. Bord Pleanala recently granted planning permission for a 250-metre berth facility.
- Set up the inaugural Christmas market in the town in 2011.
- Developed Pavilion Quarter Trading Group. A group of neighbouring traders whose aim was to generate footfall in the vicinity.
- Liaised with local authority DLRCO in relation to matched funding for business promotion grants to host themed events/festivals in the neighbourhood, for example, St. Patrick's day festival, Easter fireworks, Halloween pumpkins and the vintage car display.
- **The Gathering Project.**
- In 2012, The Government Initiative, The Gathering was announced and I was heavily involved in it. Working in conjunction with State Agencies such as Failte/Tourism Ireland and Dunlaogaire county council, I was Project Coordinator for the Dunlaoghaire region.

Other Employment

- (1996-2009) Owner of San Giovanni's and Cuoco Pazzo restaurants.
- (1994-1996) Senior Manager at Roly's Bistro, Ballsbridge, Dublin 4
- (1992-1994) Senior manager at Manager at Mareno Group, Dublin, which included Grafton and Rathmines Plaza hotels, Cafe en Seine, Sinnotts, Major Toms, Break for the Border.
- (1988-1992) General Manager at TGI Friday's, Whitbread PLC, UK
- (1984-1988) Assistant Manager at Trusthouse Forte Hotels, UK

Volunteer Experience & Hobbies

- Charitable Work
 - **Barnardos** Christmas hat appeal
 - **Crosscare** dining room project, Eblana Avenue, Dun Laoghaire
 - **Aware** Harbour to harbour walk from Dun Laoghaire to Howth and vice versa.
- I have a huge interest in cycling, running and general health and fitness. I've completed both the Dublin and Belfast city marathon and I regularly complete the ring of Kerry charity cycle.
- I am a member of St. Jude's GAA club in Templeogue and I have served on various board committees and commercial sponsorship activities. I've coached 2 teams from under 9's age group right up to a minor level.

Education

1980 – 1984

Shannon College of Hotel Management
Honours Degree in Hotel Management

Professional Qualifications and Training

- HACCP trained and accredited
- Dale Carnegie Personal Development – ongoing training
- Attended a seminar on Social media content for the hospitality sector
- Branding and marketing – ongoing training
- Member of Trade associations and Business groupings.
- On Job Training courses.

In Summary

- A commercially minded individual, in tune with prevailing market conditions.
- A strong negotiator, knows his position, and how far I can or cannot move in order to come to a successful conclusion.
- I have projects managed from shell and core various retail outlets, working with Architects, contractors, mechanical services etc working to budget and opening on time. Thus I know my way around a building ie plant room ventilation air con mechanical services etc
- Have dealt with Facilities management companies such as Aramark, Mitie etc
- Landlord/tenant negotiations, rent reviews.
- I am an excellent man manager, with good people skills, firm but fair.
- I am a multitasker, a strong operator, who gets the job done.
- I have worked in conjunction with statutory bodies, such as Local Authorities, Health Officers and various other agencies.
- With my insurance company, have developed health and safety statements, carried out risk assessments and how to minimise risks and thus reduce premiums.
- A business leader, always looking to network, develop contacts and initiatives that will drive footfall and revenue.