

SCOTT SUTHERLAND

Toronto, Ontario
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PROFILE

A dependable and dedicated bilingual professional with experience in managing fine dining restaurants, sports bars, pubs, night clubs and banquet halls as well as very high volume establishments. Trained and experienced in several software packages including: Romenco, Pixel Point, Squirrel, HSI and Silverware as well as the Azbar and Berg liquor control systems. I am also well versed in computer hardware, software and network support. Food Handler and Smart Serve certified.

Skilled in the day-to-day operations of running a high quality establishment.
Possess a strong work ethic, conflict management and people skills.
Well versed in local liquor laws, WSIB and food handling.

Opening experience.

PROFESSIONAL EXPERIENCE

PRESENT POSITION GENERAL MANAGER

January 2008 to Present

Manager for a large multi level full service restaurant and nightclub in the Entertainment District.
Plan, staff and execute large corporate and private events of up to 800 people.
Manage, train, coach and guide a team of over 60 bartenders, wait and security staff.
Conduct interviews and complete hiring for all departments.
Create schedules for all bar, wait and security staff.
Discipline any staff as needed while keeping records of any instances.
Complete staff cash outs and variance at the end of each shift.
Responsible for and maintain a constant 17% labour cost.
Responsible for weekly payroll.
Conduct table checks to ensure quality service.
On site IT support. Maintaining, building and repairing POS systems, office computers and the network they run on.
3 Million+ in annual sales on four days a week (open 4 nights/evenings per week).

ARIZONA BAR & GRILL MANAGER

October 2005 to January 2008

Manage, guide, coach and motivate a team of over 70 bartenders and wait staff.
Provide desktop support to internal computer systems and maintained the Squirrel POS system.
Ensure quality service in a 550 seat restaurant/sports bar which converts to a nightclub setting on weekends.
Performed inventory control of the bar to ensure necessary supplies available at all times.
Created in-house advertising for special events and ongoing current events.

SHOELESS JOES, EGLINTON FLOOR MANAGER

November 2004 to November 2005

Manage, guide, coach and motivate a team of bartenders and wait staff to ensure quality service.

RED GINGER EXOTIC CUISINE (Opening Experience)
FOH MANAGER AND BARTENDER

January 2004 to November 2004

Successfully provided quality customer service to a high volume of customers in multiple roles
Managed and maintained the Pixel POS system
Performed inventory control of the bar to ensure necessary supplies available at all times

CASA BRELA RISTORANTE (Opening Experience)
MANAGER

September 2003 to January 2004

Manage, guide, coach and motivate a team of bartenders and wait staff
Managed inventory control of restaurant stock
Established conflict resolutions for internal and external disputes
Provided desktop support to internal computer systems and maintained the Squirrel POS system
Successfully performed opening and closing the establishment when required
Performed event management for large group functions
Managed day to day operations

HOSPITALITY CANADA
BARTENDER AND SERVER

Summer 2003

Provided quality and professional bartending to large functions including
Skyboxes and Canadian Open.
Bartended and/or served at high-end private functions.
Assisted in setting up and closing down events.

THE CALEDON INN
BARTENDER/SERVER/BAR MANAGER

August 1998 to May 2003

Hired as a bartender and was quickly promoted to manager.
Managed and maintained the HSI POS systems.
Hired and trained bar and wait staff, assigned schedules and provided performance management.
Maintained inventory control for the bar environment.
Created and maintained strong business relationships with several customers by providing impeccable service and a friendly composure.

THE CALEDON COUNTRY CLUB (Seasonal)
BARTENDER/SUPERVISER

April 1996 to October 1999

Provided quality and professional bartending in a high volume environment.
Managed, coached & guided servers and bartenders.
Maintained inventory of all bars.

EDUCATION & PROFESSIONAL DEVELOPMENT

Humberview Secondary School
Brampton Flying Club – Professional Pilot Program
*Hold a Commercial/Multi IFR Pilots Licence

References available upon request