

# THIBAUT VANWEYDEVELD

## HOSPITALITY MANAGER

33 yo – Male – Australian Citizen

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### PROFILE

With the enclosed resume, I would like to express my sincere interest in joining a Senior position at Fortescue Metals Group Ltd. As a highly skilled and successful leader with comprehensive experience coordinating personnel, equipment, resources, and general logistics while ensuring stringent compliance to regulations, I possess a wide range of knowledge and skills that will allow me to contribute towards the success of your business.

### SUMMARY

#### Assistant Catering Services Manager

**April 2018 to current | Optus Stadium – VenuesL!ve**

Assistant Catering Services Manager - October 2019 to current

Senior Catering Coordinator | Restaurants - April 2018 to October 2019

#### Assistant Catering Manager

**August 2017 to April 2018 | HBFA & HBFS - VenuesWest**

#### Food and Beverage Manager

**May 2017 to August 2017 | Marriott – Aloft Perth**

#### Food and Beverage Manager

**April 2012 to May 2017 | Assured Hotels - Ascot Quays**

Food and Beverage Manager – January 2014 to May 2017

Restaurant & Function Supervisor – April 2012 to January 2014

#### Bar Duty Manager

**October 2010 to November 2011 | Skycity Casino Darwin**

### EDUCATION

\*Bachelor degree in Business  
Management – EPHEC

\*Supply Chain Management -  
EPHEC

\*Approved Manager - AHA

\*First Aid Certificate – St John

\*Life Saving Pool Lifeguard  
Certificate - The Royal Life Saving  
Society WA

\*China Ready & Accredited  
Certification - Tourism Council

### KEY SKILLS

- PLANNING
- BUDGETING
- COMPUTER
- PROBLEM-SOLVING
- COMMUNICATION
- MOTIVATING
- TIME MANAGEMENT
- TEAM & PEOPLE

### INTERESTS

- BUSINESS DEVELOPMENT
- LEARNING & TRAINING
- MUSIC & EVENTS
- SPORTS
- SECURITY

### 1. MANAGEMENT RESPONSIBILITIES

- ✓ Assisting in ensuring that VenuesLive Management Services Pty Ltd is positioned as the leading sporting entertainment venue and event management Company in Australia and remains at the forefront of industry development with regards to world's best practice.
- ✓ Assisting in the fulfilment of department requirements in parallel with long term business goals
- ✓ Assisting in the development and operational implementation of policies, standards and procedures for all aspects of the department.
- ✓ Assisting with development and implementation of department strategies.
- ✓ Assisting with developing the department's annual budget and ensuring activities are managed within budgetary parameters.
- ✓ Assisting in ensuring that the commercial performance of the Company is optimised.
- ✓ Recommending efficiency improvements as appropriate.
- ✓ Coordinating rosters and schedules on appropriate employee levels and related changes costed to forecasted revenue targets.
- ✓ Assisting in the process of managing performance management, performance and development reviews, training and management of workload.
- ✓ Assisting in making recommendations for succession planning as appropriate.
- ✓ Attending and actively participating and representing the department in group and business meetings.
- ✓ Assisting in the oversight of IMS, OHS and other responsibilities of the department as required.
- ✓ Managing MASE and Restaurants departments simultaneously where we could have them all at full capacity.

#### ○ **RESTAURANTS**

- City View café (Buffet Restaurant) : 300 guests
- Goodwood Restaurant (Fine Dining restaurant) : 120 guests
- Victory Lounge (VVIP) : 220 guests

#### ○ **MASE (Meetings & Special Events)**

- River View Rooms (banquet) & Black Swan Room : 400-800 guests + 220 guests
- Cygnet, Skyview Lounge & Locker Room (Cocktail) : 200 guests + 250 guests + 460 guests
- Coaches Room (Fine dining) : 65 guests

➔ I could have on the roster up to 130 staff members if we need to look after 2600 guests in one day.

### 2. **OVERARCHING RESPONSIBILITIES**

- ✓ Managing the delivery of Event hospitality catering services at Optus Stadium and Stadium park.
- ✓ Ensuring that the department delivers a 'Fans-First' experience for all stakeholders.

- ✓ Managing the delivery of food and beverage packages for restaurants, corporate and function areas.
- ✓ Delivering high quality food and beverage service in to restaurants, corporate and function areas including assessment and corrective actions if required.
- ✓ Managing the financial and operational performance of restaurants, corporates and functions areas to target KPI's.
- ✓ Liaising with Hirers, key Users, corporate clients and members to determinate their food and beverage delivery requirements for events and non-events day functions.
- ✓ Managing our function department - MASE (Meetings and Specials Events)

### 3. STRATEGY AND PERFORMANCE

- ✓ Contributing to the development and implementation of strategies to minimise COGS and introduce ways to manage and control inventories in line with company procedures and take approved corrective action as required.
- ✓ Achieving budgeted cost of goods/food and beverage targets and take corrective action in delivery process when required as inventory management, waste management and/or price setting at site level.
- ✓ Assisting the development of action plans to deliver on the strategies for the Catering Services program area.
- ✓ Developing and implementing event days plans within established event planning processes to ensure 'fans-first' services delivery quality and performance improvement opportunities by providing timely and concise feedback to management.

### 4. REPORTING

- ✓ Assisting in the collation and preparation of relevant, timely and accurate financial and operational reports for the program area, to include specific pre-event sales and cost (labour) projections and specific post-events report & analysis of key performance measures.
- ✓ Analysing and reporting on customer service issues relating to products, services, staff, systems and facilities.
- ✓ Ensuring event day information is distributed in a timely manner to all interested parties.
- ✓ Assisting in the reporting o the associated risk of all event day operations as it relates to the scope of corporate activations and where required complete an event risk analysis report.
- ✓ Submitting monthly P&L to our general manager

### 5. HUMAN RESOURCES

- ✓ Coordinating rosters to deliver agreed services standards and meet labour cost KPIs within the program area.
- ✓ Liaising with management between Staffing operations and Services to ensure optimum level of competent staff are available to meet projected needs.
- ✓ Providing job specific training & development to reporting employees.
- ✓ Assisting in setting key Performance Indicators, undertaking performance management, and annual performance reviews for reporting employees.
- ✓ Assisting in the development and delivery of cross functional training and development programs for the Catering department.
- ✓ Identification, rectification and coaching of skills gaps for all substantive employees.
- ✓ Ensuring adequate substantive staff operational event day management coverage to suit event characteristics.

- ✓ Participating in yearly stakeholder focus groups to identify and implement positive changes for the program area to include clients, employees and management.

## 6. OPERATION & TECHNICAL

- ✓ Managing program area activities with a focus on full integration with other departments to ensure an effective, whole of business approach aligned to the organisational goals.
- ✓ Assisting in the direction and management of the centralised requisition process for retail food and beverages and corporate requirements as it relates to business demand.
- ✓ Overseeing the implementation and delivery of all approved food and beverage products and services.
- ✓ Ensuring specific catering requests and requirements are met for all Major Hirers, Optus Stadium Commercial and Corporate Hospitality, Suites and Box clients for each individual events.
- ✓ Liaising and managing the process of communication with the Executive Chef and Major Hirers on their specific menu requirements for each individual event.
- ✓ Managing the coordination of all event day setups and logistics in terms of use of space, timings, bump-in and setup.
- ✓ Liaising and managing the services team and client contractors in relation to additional requirements.
- ✓ Ensuring cash handling activities undertaken by members of the Catering Services program are performed in accordance with agreed procedures.
- ✓ Assisting in ensuring that all purchases are completed by using the approved purchasing method in advance of the purchase.
- ✓ Providing feedback on yearly recommendations of capital expenditure requirements for the program.
- ✓ Monitoring catering equipment condition and ensuring that all maintenance issues are reported to the Assets department.
- ✓ Assisting in the review of any design and new layouts and recommend yearly equipment and FF&E requirements for corporate bars and restaurants.

## 7. RESTAURANTS AND MASE UNDER MY MANAGEMENT AT OPTUS STADIUM

### A. CITY VIEW CAFÉ

The City View Cafe is open every non-major event day from 7am - 3pm for coffee, breakfast and lunch. Capacity of 150 guests. City View café becomes an international buffet restaurant on major events with a capacity of 300 guests.

### B. THE GOODWOOD RESTAURANT

Luxuriate in the plush surrounds of the Goodwood restaurant and indulge in the a la carte menu, inspired by the flavours and produce of WA. Capacity of 120 guests.

### C. THE VICTORY LOUNGE

The ultimate exclusive restaurant at Optus Stadium for VIPs Corporate members. Capacity of 220 guests

### D. MASE (MEETINGS AND SPECIAL EVENTS)

18 function spaces across the stadium and ability to operate them all at the same time. 860 function delivered in 2 years.

## 1. MANAGEMENT, SUPERVISION & OPERATIONAL MANAGEMENT

- ✓ Assisting in managing the catering team across the VenuesWest portfolio of self-catered venues including human, financial, technological and physical resources to build and maintain an effective team.
- ✓ Managing and monitoring rostering and training of staff within the team. Creating training modules appropriate for multiple service requirements.
- ✓ Managing policy, standards and operating procedures to manage and improve the delivery of food and beverage services
- ✓ Assisting with the complete re-design of the Function pack to make it customer focused, and to assimilate style across web, bookings and hard copy (project not yet complete). Assist with the introduction of multiple packages for better customer outcomes
- ✓ Managing, leading and operating multiple events such as: Banquet events including 6 course degustation dinner for 500 guests. ECOMS UWA including a 3 course dinner for 1850 guests The Perth International Darts masters including 9 different F&B outlets catering for 3000 guests and J Cole concert for 5000 guests, etc.
- ✓ Driving operational efficiencies to ensure labour costs are within set targets including the implementation of a new roster coster to track the labour costs more efficiently.
- ✓ Ensuring proficiency in the use of VenuesWest systems and implementing systems to the required standards.
- ✓ Maintaining knowledge of OHS, Environment, Liquor Licensing and Food Safety legislation and ensuring that VenuesWest complies.
- ✓ Assisting in conceptual design projects for the upgrade of catering outlets and rooms
- ✓ Submitting new concepts and ideas in order to maximise sales and improved customer experience

## 2. CUSTOMER SERVICE MANAGEMENT

- ✓ Building strong relationships with corporate customers as well as implementing strategies for achieving high customer satisfaction.
- ✓ Assisting in monitoring customer service results and feedback and assisting in implementing corrective action.
- ✓ Assisting in coaching team members to ensure selling and cross selling of additional services to customers.

## 3. STAFF MANAGEMENT

- ✓ Assisting in leading the catering team across the VenuesWest portfolio by modelling high standards of performance and behaviour.
- ✓ Overlooking the staffing requirement for multiple events along with the retail outlets.
- ✓ Maintaining a positive workplace culture within the catering team.
- ✓ Ensuring tools are in place to induct new staff into the catering team.
- ✓ Providing support and coaching to catering staff including the new Catering Operations Manager.

## 1. FINANCIAL MANAGEMENT

- ✓ Establishing in conjunction with the General Manager financial performance targets for revenue, expenditure and market share and ensure department achieves these targets.
- ✓ Ensuring all billing is accurate and correct monies are collected
- ✓ Collaborating with the Event and Sales team to drive revenues into F&B department
- ✓ Pro-actively controlling costs by being aware of forecasted business and targeted profitability, whilst maintaining standards.
- ✓ Facilitating the smooth running of the department through adequate supply of materials and equipment.
- ✓ Adhering to the department budget through the Purchase Order System and inventory controls

## 2. MANAGEMENT, SUPERVISION & OPERATIONAL MANAGEMENT

- ✓ Hiring, inducting, training & developing a new team across multiple outlets such as the six function rooms, the ballroom, the restaurant & lounge bar area.
- ✓ Implementing sequence of services, procedures and training programs in order to run multiple outlets successfully with a brand new team.
- ✓ Management of the hotel Food and Beverage Operation to achieve a reputation as a market leader in individualized customer focused service in the hotel locality.
- ✓ Maintaining Marriott standards of food and beverage quality and guest service quality
- ✓ Maintaining equipment within the venue and liaising with suppliers and maintenance.
- ✓ Preparing rosters that are compliant with legislations and terms and conditions of employment agreements and are suitable for forecasted business levels. Completing performance reviews for all line level Talent by due dates.
- ✓ Ensuring Liquor Licensing Laws are adhered to, and demonstrate the correct procedures for handling intoxicated and underage guests.
- ✓ Actively participating and managing Marriott's food safety programs
- ✓ Ensuring constant liaison with the Sales Manager, Sales Catering Manager, Human Resources Manager and Director of Finance.
- ✓ Assisting with preparation of Food and Beverage monthly reports, commenting on key performance indicators.
- ✓ Striving to implement the Aloft & Marriott Vision and demonstrate active use of the Core Values.

## 3. CUSTOMER SERVICE MANAGEMENT

- ✓ Ensuring that the Department establishes and maintains an ongoing quality improvement program through us the hotel guest questionnaires.
- ✓ Achieving a level of service quality that consistently meets and exceeds the expectations of guests.
- ✓ Attending to major operational problems and needs promptly including customer complaints, enquiries and requests.
- ✓ Ensuring that customer safety and security is maintained to high levels at all times

- ✓ Developing and maintaining Talents focus on 'the customer's need', individualising and personalising service where possible, encouraging Talents to use their own initiative.

#### 4. HUMAN RESOURCE MANAGEMENT

- ✓ Ensuring that strategies and practises are in place to facilitate the efficient and effective staffing of department so that financial and service quality targets are achieved.
- ✓ Developing and implementing strategies to minimise talent turnover.
- ✓ Ensuring Talents presentation is consistent with hotel Handbook, and Hotel/department Standards and Procedures.
- ✓ Ensuring all new talents receive department orientation training within designated time.
- ✓ Ensuring all Talents are aware of procedures to follow in the event of emergency, such as fire/bomb, in line with Hotel/Company Policy and legislation.

#### 5. HEALTH AND SAFETY MANAGEMENT

- ✓ Minimising risk of injury to people and damage to property.
- ✓ Ensuring the relevant Act and Regulations are observed and enforced.
- ✓ Encouraging consultations in addressing safety issues.
- ✓ Developing and implementing safe systems of work.
- ✓ Providing adequate safety information, training and supervision.
- ✓ Adhering to safe work practices, instructions and rules.

#### **Additional information about this role**

*BGC Contracting who used to own the Aloft Hotel approached me through a common work acquaintance to lead the opening of the very first Aloft Hotel in Australia. I accepted the challenge and I resigned from my position at Ascot Quays in order to pursue the dream of being part of an opening team. My employment was short but long enough to establish targets, procedures and training programs. I lead the food and beverage department successfully and I trained all managers, supervisors and staff before my resignation in order for Aloft to carry on the big opening success. Most of the staff I have hired and trained are still currently working at Aloft or at other Marriott properties such as 4 Points by Sheraton, The Westin or The Ritz Carlton.*

#### **ASSURED ASCOT QUAYS**



Assured Ascot Quays sponsored me as Restaurant Supervisor back in 2012. I have learned all the aspects of the business evolving through multiple positions such as Bar Manager, Restaurant and Function Manager, Food and Beverage Operations Manager and Food and Beverage Manager.

Developing and implementing a marketing strategy resulting in a 16% increase in restaurant covers in one year. Developed a new concept of restaurant called Mediterrani resulting in a 21% increase of revenue in just 3 months. Guest satisfaction scores were improved from 69% to 88% in 3 years.

Implementing strategies and concepts to increase the sales of corporate businesses.

Developing department's first incentive performance plan to motivate staff; resulted in a 19 % increase in sales and reduce turnover from 47% to 18% resulting in a better-trained staff and improved service.

All management duties listed above were implemented and developed during my employment at Assured Ascot Quays.