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Leon J.P. Williams

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| Objective | To apply the skills I have gained through training and work experience in order to get the job done effectively and efficiently. A real team player with the company vision and goals always in focus, while gaining knowledge and new skills. |
| Summary of Work experience Achievements and Qualifications | **July 2015 – August 2016** Beverlys Oasis Suites  **Hotel Manager**   * Manage the daily operation of a 13 room boutique hotel In (Tobago) through strategic delegation and leadership.      * Improve and implement new brand standards for the hotel. * Complete monthly financial report and business forecast for upcoming month to be presented to board of directors monthly. * Achieve financial objectives by preparing weekly sale goals by keeping up to date with activities and peak periods to do rate adjustments to ensure maximum revenue at high occupancy. * Ensure all supplies are purchased on time and manage the maintenance of the property through schedules and daily assigned inspections to the team.   **September 2014 – June 2015** UNICOMER Trinidad  **Branch Manager**   * Manage the daily operation of a furniture and home appliances retail outlet. * Maintain store staff by recruiting, selecting, orienting, and training employees. * Maintain job results by coaching, counselling, and disciplining employees; planning, monitoring, and appraising job results. * Complete store operational requirements by scheduling and assigning employees; following up on work results. * Achieve financial objectives by preparing daily sale goals to attain the monthly sales budget; scheduling expenditures; analysing variances; initiating corrective actions. * Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements. * Ensure availability of merchandise and services by approving contracts; maintaining inventories   **March 2013- November 2013** Magdalena Grand Resort Tobago  **Assistant Food and Beverage Manager**   * Co responsible for the entire F&B Department - banqueting, the 3 meal main restaurant, the fine dining dinner restaurant and 5 bars, 2 of which were the pool deck bars. * Managed a total team of 36 employees which also included supervisors. * Payroll management and submission     **2010 December – March 2013** Hyatt Regency Trinidad  **Food and Beverage Manager/ Executive Steward**.   * Department head of one of the F&B Departments. * Managed a team of 28 which included 1 assistant manager, 3 supervisors and 25 associates. * Reported directly to the Food and Beverage Director and gave a department report at monthly department head meetings. * In-charge of purchasing department supplies within a specified budget for each quarter. * Completed Hyatt’s internal leadership program for managers which covered the areas of budgeting, managing upwards, employee engagement and management, conflict resolution, planning and time management. * Facilitated the roll out of Hyatt’s department re-training program, as lead trainer. * Department lead for employee engagement program called GALLUP in which overall employee engagement scores increased in my 2nd year of being department head which was one of my goals in my annual evaluation. * Payroll management of staff hours worked with supporting leave documents created and submitted on time for pay cycle using the software program JANTEC.   **2009 June- 2010 December** Hilton Trinidad  **Chief Steward / Restaurant Supervisor**   * A dual position based on my experience and training offered by then General Manager, Ali Khan, to further develop my leadership skills. * Reported directly to Operations Manager and did monthly department reports. * Managed a team of 21 inclusive of an assistant manager and 3 supervisors * Facilitated customer service training quarterly. * Completed Hilton’s internal leadership program with a focus on employee development, supervisory skills, budgeting, task management, security for hospitality professionals. * Payroll management and submission of staff hours worked with supporting leave documents for pay cycles using the software program MICROS.   **2007 June- May 2009** Crowne Plaza **Food and Beverage Supervisor**   * Supervised a team of 20 associates on a rotating shift basis. * Created weekly work schedules under the guidance of the Restaurant manager. * Acted as Restaurant manager at the 360’ revolving Restaurant for 6 months supervising a team of 5 before it was closed for renovations. * Facilitated the training of newly hired bartenders.   **May 2006- June 2007**  Beneficial Eatery At  The Arima Diagnostic Clinic  **Executive Chef / Manager**   * 1 year contract to assist in the design and opening of café at the clinic. * Challenged to interview and hire opening and operation staff of 2 attendants and 1 supervisor. * Accountable for the daily sales and cash handling training. |
| Education | **2002 – 2005** Trinidad & Tobago Hospitality & Tourism Institute Associate Degree Culinary Management  **2000 – 2001** John S. Donaldson Technical Institute  NEC   * Food Theory * Nutrition * Safety and Sanitation * Communication   **1995 – 2000** Gasparillo Composite School  CXC   * Mathematics * English A * Food and Nutrition * Social Studies * Principles Of Business * Agricultural Science |
| References | Howard Spittle - hsspittle@lycos.com General Manager Travellers Beach Resort Jamaica ( former General Manager Magdalena Grand Beach Resort)  Akka Ali – 1(868) 761-6279 Human Resource Manager Hyatt Regency Trinidad  Ellen Johnson – 1(868) 374-7041 Branch Manager Courts Optical (UNICOMER Trinidad Ltd.  Damian McEween – 1(868) 380-7044 Former Branch Manager UNICOMER Trinidad Ltd. |
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