

Jonathan Dalby

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Profile

An enthusiastic, energetic and highly professional individual with over 10 years management experience and an excellent track record for developing both new and existing businesses.

Wine & Spirits Qualifications

Diploma in Wine & Spirits Education Trust

Unit 1: Viticulture & vinification: Pass with Distinction

Unit 5: Sparkling wines of the world: Pass with Distinction

Unit 3: Spirits: Pass

Advanced Wine & Spirits Education Trust- Pass with Merit

Intermediate Wine & Spirits Education Trust- Pass with Merit

Key Skills

- Strong leadership, staff training and team building skills.
- Experience with B2B sales, CRM, marketing and promotions.
- Solution orientated and strong believer in efficient systems and 'working smarter'.
- Excellent time management, organisational & communication skills.
- Advanced qualifications in accountancy & budget management.
- Passionate about exceptional customer service and a keen eye for detail.
- Highly motivated and always does what is required to ensure success.

Experience

MightyGem, Wellington - Co-founder / CEO / Salesperson

May '15 - Mar '16

One of ten teams involved in Lightning Lab, Christchurch 2015; New Zealand's premiere business accelerator programme supporting early-stage entrepreneurs and their high-growth tech start-ups.

Responsibilities included but not limited to:

- Product vision & business strategy.
- Sales incl. cold calling, walk-in visits, meeting with prospects & signing up clients.
Achieved a trial conversion rate of 35% with business owners presented to.
- Customer relations.
- Maintaining company accounts and creating budgets.
- Investor & mentor management.

Wellington Hospitality Group, Wellington - General Manager

Aug '15 - May '16

Before arriving in Wellington I accepted the position of General Manager at Bethel Woods, a new business venture of one of Wellington's most established hospitality groups. Six months later, following a successful launch and a thriving festive season at Bethel Woods, I was then offered the opportunity to be General Manager at their next new business venture, Coene's Provisions. Responsibilities included but not limited to:

- Managing budgets, wage percentages and cost of goods.
- Recruitment & training of all duty managers and front of house staff.
- Ordering of all restaurant, bar & cleaning equipment.
- Design of beer, wine & cocktail menus.
- Stock ordering, par levels & monthly stock takes.
- Ensuring a consistently high level of customer satisfaction.
- Conducting weekly strategy meetings with management team.

Brew | Craft Beer Pub, Rotorua & Tauranga - Co-Owner / GM May '12 – May '14

At Brew, Rotorua I initiated systems and created structure in a business which previously had neither. This included the design and implementation of a full accounting suite to control cash-ups, purchases, petty cash, allowances, wage analysis, safe counts, P&L's and weekly stock-takes. Under my direction the business experienced weekly revenue growth of over 200%, climbed from #30 to #5 on TripAdvisor and took out the 'Outstanding Bar' award at the Rotorua Hospitality Awards, 2013.

In August 2013 I started a joint venture with Croucher Brewing, and together we launched Brew | Craft Beer Pub, Tauranga. After successfully getting the bar up and running, I passed on the reins to a newly appointed General Manager and moved to Wellington in search of greater opportunities and a less provincial lifestyle.

The Well Restaurant & Bar, London - Assistant General Manager Aug '10 - Jan '12

Responsibilities included forecasts, cash-ups, banking, cellar maintenance, staff training, organising live entertainment and ensuring high standards of customer service throughout.

Bar Bouloud, Mandarin Oriental, London - Duty Manager Apr '10 – Aug '10

Michelin star chef, Daniel Boulud's first London restaurant; a high profile and high volume venue in an iconic London hotel. It was important that everything was on point, service standards were flawless, attention to detail was everything and mistakes did not happen.

Allied Hospitality Ltd, Australia - Assistant General Manager Feb '07 - Feb '10

Started at Kitty O' Shea's, a busy Irish bar in the heart of Surfers' Paradise. I was then promoted to the largest and busiest venue in Brisbane's CBD, 'The Exchange Hotel'.

The Tennant Arms Hotel, UK - Assistant General Manager Aug '06 - Dec '06

Under new ownership the business had fallen into receivership. I was approached by the receivers' to help manage the venue in the interim and restore the pub's reputation for exceptional food and outstanding customer service.

The Craven Arms, Yorkshire, UK - Assistant General Manager Mar '05 - Jul '06

Head hunted by renowned local chef to help manage the bar and restaurant of his new business venture.

The Tennant Arms Hotel, Yorkshire, UK - Jack of all Trades Feb '00 - Dec '04

Started as a kitchen porter at 14 years old, and then onto waiter, restaurant manager, bar tender and then bar manager upon turning 18.

Other Qualifications

Craven College, North Yorkshire

2005 – 2006

- Intermediate & Advanced Apprenticeship in Accounting (AAT)

References

"Jonathan, 'Jock' is a highly engaging, energetic and passionate hospitality professional. He has a keen eye for detail, never rests until he has achieved his goals and is ultimately driven to deliver great customer experiences."

James Coldrey-Mobbs, Commercial Manager for Wellington Hospitality Group

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"Jock is an exceptional hospitality professional. He has a sixth sense for creating a superior customer experience; including creating the appropriate atmosphere, managing and inspiring his team, and setting the tone for personal customer service... all the while making it look ridiculously easy!"

Nigel Gregory, Co-Owner of Croucher Brewing & Brew Craft Beer Pub Tauranga & Rotorua

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