

Oliver Ritchie

General Manager

PROFILE

I have a passion for food, drink and people. I have an inventive approach to challenges. I have real drive to achieve my goals and engage others around me to achieve theirs. This, combined with working in a guest obsessed environment, means I am an adaptable, highly motivated leader looking to expand my horizons to new and exciting roles. I have worked in hospitality from the start of my working life, and within this time I have progressed into management roles. I have developed many skills most importantly leadership, teamwork, communication and people skills whilst keeping my head in stressful situations. I feel these skills and many more would help me to excel in new environments.

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 Bath, BA23PP, United Kingdom

EDUCATION

2008 - 2012

Entertainment Management BA(Hons)

Leeds Metropolitan University

2002 - 2007

GCSE, A-level


Stowe School, Buckinghamshire

TALENTS

- Innovative
- Resilient
- Leadership
- Team Motivation
- Team Training & Development
- Problem solving
- Sales Driving
- Developing Trust & Respect


EMPLOYMENT HISTORY

 Oct 2018
Jan 2020

 Oct 2018
Jan 2020

General Manager

Miller & Carter | Mitchells & Butlers | Bath

 Jul 2016
Oct 2018

General Manager

Premium Country Pubs | Mitchells & Butlers | Bath & Bristol

Miller & Carter in Bath was an underperforming asset in profit decline. Using my previous experience as a General Manager we soon started to see results quickly. Ultimately resulting in 13.6% sales growth, 58.3% managerial profit growth and £57,481 ahead of bottom line profit target. I saw the opportunity to develop a team with an honest and respectful sales culture behind them. As well as building a team I implemented new practices and refined existing ways of working around Stock Management, Safety, Efficiency and Guest Management resulting in a high challenge high support environment. Throughout my time with Mitchells & Butlers I have always searched for new and innovative ways of working and embrace change as a way to learn, I now want to explore this in different roles.

I have worked as a General Manager in two sites The Tramshed in Bath and the Botanist in Bristol. I took over the Tramshed in July 2016 in 34% sales decline. Alongside my day to day responsibilities my main objective was to build a team to push sales. I started with the team, there was no management team in place, so this gave me the opportunity to hire and coach a fresh team from scratch. We focused on four priorities People, Practices, Guest and ultimately Profit. Once I had a team in place our focus then turned quickly to sales and getting guests through the door, we did this on a few platforms the two I found most effective was social media and creating 'never say no say how' culture. This paid off quickly with 16% growth in the number of meals sold and from 34% sales decline to 1% growth. Unfortunately, in March 2017 the lease for the Tramshed was not renewed and has now been sold. I moved the Botanist in Bristol. While building a team and sales have still been my priority, I have taken on a district role, training other sites to maximize the use of our new bookings system to take full opportunity of the sales available.

OR

Oliver Ritchie

EXPERTISE

- Team Management
- Personal Coaching
- Time Management
- Cash Management
- HR Management
- Stock Management
- Complaint Management
- Conflict management

INTERESTS

- Skiing 
- Hiking 
- Signing 
- Food & Drink 
- Traveling 

QUALIFICATIONS

- Level 1 and 2 wine tasting WSET
- BWSW Coach license
- Personal License
- Full UK Driving License
- Level 3 Food Safety
- Level 3 Fire Health & Safety
- Emergency First Aid at work

EMPLOYMENT HISTORY



Oct 2015
Jul 2016

Graduate Deputy Manager

Browns | Mitchells & Butlers | Location

I saw this as a real opportunity to grow and put into practice my skills and talents that I have accrued in my career. I was very easily able to transfer the skills that I had mastered in All Bar One such as the day to day business, labour, stock and running a successful shift. This left myself and the GM to really focus on our main objective to successfully affect cultural change to build a highly effective team using Good to Great and leading from the front. Focusing on 3 business priorities, People, Practices, and Guests has inevitably resulted in some brilliant profit results, I left 2 periods before the year end however, I have been credited with a very successful year beating the profit target by £52,000.. We could not have achieved this without the time invested in the people, from this process I have learnt the importance of engaging a team or individuals in a High Challenge High Support environment utilising their knowledge and passion as well as my own. It also became evident that I enjoyed the process and watching others succeed and achieve their goals.



Jul 2012
Oct 2015

Graduate Assistant Manager

All Bar One | Mitchells & Butlers | Location

In this new role I was working on a site, brand and operational level. In site I worked alongside the General Manager developing a better understanding of how to run a business. Soon after being appointed as Assistant there was a change of management, during the two month change over period I was appointed Holding Manager, where we achieved brilliant growth in a typically slow time of year and laid the foundations for a very strong Festive period. When the new General Manager came in I continued a lot of my previous responsibilities including controlling labour, stock, orders, team training and motivation. On a Brand level I was working on 'School bar one', a program to induct new starters. The main purpose of this project is to ensure that there is a constant induction experience across the Brand to promote the culture and practices. In June 2014 I was asked to join a Team focusing in waste in Mitchells and Butlers, I helped developed new waste policies, tools and training to be implemented in over 1600 businesses in the UK, including some training videos.



Jul 2007
Jul 2012

Various Roles in Hospitality

Wagamama, Stonegate, Mitchells & Butlers | Bath & Leeds

Throughout my time at university I held a number of jobs while studying, including a management role in Hospitality, this meant that I was required to undertake a variety of projects and taught me to prioritised tasks and manage my time efficiently.



Summers
2007, 2010

Waterski & Wakeboard Instructor

Camel Ski School | Rock | Cornwall

After completing the instructor and boat driving qualifications I was offered the job as an instructor. Skills include all aspects of teaching waterskiing and boat driving, management and Health and Safety. I taught all ages and standards from beginners as young as 4 years to enthusiastic pensioners. I was invited back for four summers running

OTHER EXPERIENCE



Sept 2010
Jul 2012

Vice President

SIFE | Leeds

Students In Free Enterprise, is a NGO that believes investing in students who take entrepreneurial action for others creates a better world for us all. As Vice President I was heavily involved in setting up the society in Leeds Metropolitan University



Mar 2008
Aug 2008

Volunteer

Art in Tanzania | Dar es Salaam | Tanzania

Teaching sport and English to adults in a small community north of Dar es Salaam. I successfully contributed to the education of 50 children and adults and gained valuable experience of working closely with a wide variety of individuals to achieve results