

23 Marine Road, Abergele, LL22 7PR, UK

Mob. №: 0044 7535 866334

E-mail: pjotrs.osnovskis@gmail.com

PERSONAL INFORMATION:

Date of birth: 09/05/1988

Nationality: Latvian (EU passport)

Languages: English (fluent), Russian (native), Latvian (native)

KEY COMPETENCES:

- I am passionate about customer service, restaurant success and effective team building;
- Over 10 years of experience in different varieties of restaurants across UK with highest customer service standards including Michelin Guide Recommended ones;
- Work experience related to small, medium and high capacity restaurants, bars and events;
- Strict discipline, success is always a good challenge;

AREAS OF EXPERTISE:

Management: I have in-depth understanding of high standard customer service and restaurant management. Within a small chain I was part of creating and idea, developing it and opening a successful restaurant twice by establishing restaurant business plan by surveying restaurant demand, identifying and evaluating competitors in the area.

Strategy & planning: I command a full range of skills to create, oversee and execute an actionable restaurant development strategy, including market research and analytics of competition, budgeting, tactics, engagement activity planning to set and achieve financial and strategic goals. I enjoy building actionable business development strategies as well as execute them.

Creativity: I'm always curious. I never stop learning. I can develop inspiring business driving ideas, with a strong point-of-view to the work. I'm able to express POVs, create competing storylines and recommendations out of various inputs. I can evaluate the effectiveness, probable outcome and cost efficiency for approaches and solutions due to notable experience.

Leadership: Experience of business development, based on everyday restaurant maintenance on the one hand, and dealing with customers, staff and suppliers on the other, it helps to identify business opportunities, needs and develop effective solutions to deliver results. I work on the continuous improvement of service and used to work closely with head chef ensuring the consistent delivery of high quality food. I have natural leadership ability, I'm experienced in managing a multinational team on the daily basis, good negotiation skills, ability to present and argue with confidence, skill and expertise. I have an ability to develop long-term relationships with suppliers and partners by gaining trust and successful delivery of expectations. Despite the high-level management, I usually have an in-depth and hands-on experience on ongoing tasks.

Computer skills: Overall advanced technical fluency, knowledge of job related apps & services related to customer acquisition, analytics, activity planning via a variety of channels, reporting etc. General knowledge about online technologies, mobile apps, social networking, internet security and related disciplines. MS Office, Adobe Photoshop and Illustrator, media editing software. Deep Windows & Mac OSX knowledge, basic Linux OS. Some coding skills: Ruby, HTML5, CSS3, PHP, JavaScript, SQL.

RESPONSIBILITIES:

Management: Agreeing and managing budgets, assessing and improving profitability, preparing strategic and annual forecasts and budgets, making improvements to the running of the business and developing the restaurant, BOH and FOH communication and more.

Stock: Overseeing stock levels, ordering supplies, supplier research, stock room organization, ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.

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Customer Service: Handling customer enquiries and complaints, greeting and advising customers, taking reservations, organizing events, business meals and parties.

Staff: Recruiting, training and supervising staff, producing staff rotas, complying with staff enquiries.

Marketing: Promoting and marketing the business, planning and creating menus and more.

EXPERIENCE:

General Manager

(April 2017 – Now) Dylan's, Llandudno, UK

General Assistant

(January 2015 - March 2017) CHIMICHANGA, Chester, UK

General/Finance Manager Assistant

(June 2014 - December 2014) Street Feast, Rushmore Group, London, UK

General Manager

(January 2014 - May 2014) The Player Soho, Rushmore Group, London, UK

General Manager

(July 2013 – December 2013) Rotary Bar Diner, Rushmore Group, London, UK

General Manager Assistant

(June 2010 – June 2013) The Redhook, Rushmore Group, London, UK

Head Waiter

(June 2009 – June 2010) The Chancery and The Clerkenwell, London, UK

Shift Manager

(March 2009 - May 2009) Tesco Stores, Lerwick, Shetland Islands

Store Manager/Administrator

(April 2008 – September 2009) Regate Takats, Riga, Latvia

Warehouse Manager/Administrator

(June 2006 – February 2008) Kuehne+Nagel Latvia, Riga, Latvia

EDUCATION:

Home Learning College (2013 – 2017, CompTIA+ & Network+)

Private High School "Laisma" (2002 - 2007)

TRAININGS:

Ruby & Ruby on Rails (in progress, UK)

Barista (completed in 2014, London, UK)

POS Aloha Dev. (completed in 2014, London, UK)

Restaurant Management (completed in 2013, London, UK)

Driving license (completed in 2008, B, C, CPC, ADR, Riga, LV)

REFERENCES:

On request.

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