

Thomas Molander

Hospitality Professional

I am a highly motivated hospitality professional dedicated to delivering high quality service. I am a loyal and driven employee who can build strong rapport with guests and colleagues. I am passionate about training, developing and mentoring staff to ensure the highest of standards.

Experience

Restaurant Manager, January 2022 - Present.

Ovolo Hotels - Ovolo the Valley

Managing day to day operations of hotel F&B outlets.

Developing event concepts for venue growth.

Developing strategies to increase revenue intake and average spends.

Stock control.

Roster & payroll.

Recruitment & Training of staff members.

Performance management.

Implementing Standard Operating Procedures

Responding to Guest's reviews and developing positive guest experience activations.

Assistant Venue Manager (Assistant Food & Beverage Manager), May 2021 – January 2022

Ovolo Hotels - Ovolo the Valley

Assist managing all outlets of the hotel, including restaurant, bar, breakfast & conferencing.

Assisting development/planning of events.

Stock control.

Roster & payroll.

Recruitment & Training of staff members.

Performance management.

Bar Manager, November 2020 - May 2021

Mrs Brown's Bar & Kitchen

Assisting Venue Manager with all relevant tasks.

Rostering & Payroll

Training & Development of Staff

Managing Stock & Stock control

Managing functions & large bookings

Events coordination & site inspections

Preparing event orders

Managing day to day operations of venue

Beverage menu development.

Meeting and liaising with sales representatives.

Overseeing shifts and motivating team members.

Contact

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Education

Sandgate District State High School

High School Diploma

Certifications

RSA

First Aid

COVID Safe

Skills

Rostering

Forecasting

Training & Development

Recruitment

Customer Service

Relationship Building

Managing a Team

Adaptation

Problem Solving

Restaurant & Bar Manager, September 2019 - November 2020

Pullman Hotel Brisbane Airport

Interviewing and hiring of attendants and supervisors.
Responding to Voice of Guest's/External reviews and developing procedures to meet business, guests and staff needs.

Rostering and payroll.

End of month reporting and tracking of month & year to date sales.

Developing strategies to increase revenue intake and average spends.

Managing, training and developing team members in accordance with company policies and procedures.

Performance managing staff and ensuring they are following development plans.

Creating training checklists, manuals and refreshers to ensure staff training is consistent and correct.

Developing all beverage menus, wine, and cocktails.

Implementing techniques and strategies to ensure smooth operation.

Investigating into cashiering discrepancies & complaints from guest feedback.

Food & Beverage Supervisor, September 2018 - September 2019

Pullman Hotel Brisbane Airport

Providing resolutions to guest's inquiries and complaints, ensuring the best possible outcomes for both parties.

Communicating effectively across all departments of the hotel to ensure the operation runs smoothly.

Performing stocktake and tracking month to date sales.

Supervising, training and developing team members in accordance with company policies and procedures.

Ensuring all outlets including, restaurant, bar, room service and executive lounge are up to the company standards and functioning effectively.

Extensive knowledge and understanding of menus and beverage products to ensure guest experience is met.

Ordering and tracking beverages and consumable goods.

Opening and closing food and beverage outlets of the hotel.

References

Michal Janalik

Director of Food & Beverage -
Brisbane Airport Hotels Group
0449 890 914

Callum McCrorie

Venue Manager -
Ovolo the Valley
0497 979 918

Wayne Todd

Venue Manager -
Mrs Brown's Bar & Kitchen
0474 490 600

**Food & Beverage Team Leader, May 2017 -
September 2018**

Hotel Jen by Shangri-La

Extensive knowledge of beer, wine, spirits, cocktails and classic cocktails as the hotel's main bartender.

Extensive knowledge of the menu and frequently asked questions as a waiter to satisfy customer's needs to the best ability.

Handled money, balanced tills, processed credit card payment batches and prepared bank deposits.

Affected quick resolutions to customer problems and brought in management when needed.

Proactively prepared for large events and reservations.

Supervised, trained and developed team members in accordance with company policies and procedures.

Opening and closing food and beverage outlets of the hotel.

Waited on multiple customers at the bar and the restaurant.

End of night cashiering procedure.