

ABIGAIL GRIEBENOW

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EDUCATION

Food Preparation and Culinary Arts- 2-Year Advanced Diploma
2012 - 2013
Sondela Academy (South

PROFESSIONAL SKILLS

- Attention to Detail
- Timeliness
- Creativity
- Fast-Paced Decision Making
- Flexibility
- Leadership
- Menu Design
- Organization
- Team Player
- Proactive

TECHNICAL SKILLS

- Food Preparation
- Costings of Menus
- Food Regulations
- Health, Safety & First Aid
- Supplier Price Negotiation
- Menu Design
- Budgeting
- Micros Sympathy & EMC
- Lightspeed
- ADP Payroll platform
- Marketman
- Square

PROFILE SUMMARY

An unwavering, solution-oriented, and dependable professional with over 12 years of experience in the hospitality industry, holding expertise across various food services, from restaurants, 5-star guesthouses, and luxury retreats to 5-star lodges, with a special focus on African cuisine. Experienced working in various roles from Head Chef to Director of Restaurants & Bars at Palace Hotel Luxury Collection under the Marriott Group. Passionate about food and hospitality and currently seeking a work environment that allows me to apply my learned skills and experiences while being continuously challenged for further growth and development.

PROFESSIONAL ATTRIBUTES

- Possess excellent communication skills to communicate effectively with others.
- Able to manage their time effectively and prioritize tasks to ensure that everything runs smoothly by multitasking, working under pressure, and adapting to changing pressures.
- Adept at communicating effectively, delegating tasks, and collaborating with others.
- Passion for developing & creating system and procedures.

PROFESSIONAL EXPERIENCE

% Arabica (Los Angeles & New York)

Operations Leader for a startup company June 2023 – Present
Short Term contract

- Comprehensive training procedures led to heightened team focus & understanding of the brand standard which contributed to a major improvement in the product consistency across all stores.
- Implementation of robust systems defined structured & clear expectations for the team. Which resulted in enhanced organizational consistency, leading to benefits like decreased turnover & increased productivity within the stores.
- In collaboration worked with the managers to have all stores compliant with the health & safety regulations.
- Improved customer service, product quality & overall store environment contributed to enhanced customer satisfaction in a result had a positive trend in sales data & performance metrics.

Palace Hotel Luxury Collection, Marriott Group (San Francisco)

Director of Restaurants & Bars Nov 2023 – June 2023
Food and Beverage Manager May 2022 – Nov 2023

- Overseeing daily operations within budgeted guidelines and maintaining the highest standards of quality.
- Presenting P&L statements, budgets, forecasting, and financial data reports to senior management regularly, with a focus on developing and maintaining budgets.
- Focusing on customer service and problem-solving, emphasizing the development of skills and systems to enhance both customer satisfaction and employee efficiency.
- Leading the Food & Beverage team by recruiting, training, and evaluating talented personnel.
- Handling Human Resource activities by union rules, ensuring compliance, and providing a positive work environment for all employees.

The Dorset Lounge & the launch of 2 Restaurants (Ireland)

Head Chef, Promoted to General Manager

June 2020 – Nov 2021

- Managed the successful implementation of the "Meals on Wheels" charity program.
- Designed and launched a sophisticated Cocktail Bar & Restaurant in Dublin's Temple Bar district, collaborating on the overall concept, interior design, and menu development.
- Led a team in coordinating suppliers, professionals, and overseeing project completion.
- Additionally, oversaw the successful launch and expansion of the Happy Endings Street Food Restaurant, managing budgets, coordinating setup for new locations, and creating comprehensive standard operating systems & procedures.

Artizan Food Co. (Ireland)

Senior Chef de Partie

May 2019 – June 2020

- Monitored food quality, presentation, and ensured efficient daily breakfast section operations at Facebook.
- Managed the salad section with responsibilities including fresh ingredient stocking, waste reduction, and cost efficiency.
- Designed daily menus while accounting for dietary restrictions and while maintaining high standards.
- Provided leadership and support to kitchen staff including training, mentoring, and maintaining a safe and clean environment in adherence to regulations.

Accolades Boutique Venue (South Africa)

Head Chef promoted to Food & Beverage Manager

Mar 2018 – May 2019

- Led the F&B team at Accolades Boutique Venue, attracting, recruiting, training, and appraising personnel for events ranging from 5 to 300 guests.
- Managed day-to-day operations within budget, including setting and managing budgets and daily stock room operations.
- Created a diverse range of buffet and plated menus for events and weddings, including costings to ensure food quantities aligned with budgets while oversaw the successful implementation of new menus.

Pop Up Project with Accolades Boutique Venue – Seeplaas Tradition Restaurant (Mossel Bay)

- Designed and costed menus for Seeplaas Tradition, an open-air pop-up restaurant with a unique food experience.
- Scheduled food preparation for dishes taking up to 8 hours, ensuring timely and efficient execution of the menu.
- Managed stock ordering and implemented risk management strategies, ensuring adequate inventory.
- Designing & sourcing of equipment requirements for the pop up outside kitchen.

ADDITIONAL WORK EXPERIENCE

Personal Chef

Dec 2013 – Oct 2015

African Game Hunters - Hunting Expeditions (South Africa)

Pastry Chef

Oct 2015 – Mar 2017

Thornybush Waterside Lodge (South Africa)

Sous-Chef

Mar 2017 – Feb 2018

InnJoy Boutique Hotel (South Africa)

CERTIFICATIONS & TRAINING

Level 2 Advanced Diploma in Food Preparation and Culinary Art

2012 to 2013

Issued by City & Guilds

Certificate in First Aid – Level 1

2012 to 2013

Certificate in Fire Fighting – Level 1

2012 to 2013

REFERENCES

Mieke Fonteyn

CEO - % Arabica

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Co-Owner – Happy Endings & The Dorest Lounge

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Raquel

Director of Operations – Palace Hotel Luxury Collection

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