

ANNA Z. BARRIOS-HORIIKE

 917.478.7078

 abarrioshoriike@gmail.com

HOSPITALITY OPERATIONS LEADER | CHEF | HAPPINESS HERO

Consummate food and beverage professional with effective communication skills yielding proven results in team building and mentoring. Business operations director with a wealth of experience and knowledge in multi-unit restaurant management committed to outstanding dining experiences and service excellence. Solutions oriented, results driven, utilizing an owner-operator approach towards strategic brand building and growth. Analytical, data driven while being creative and problem solver, maintaining exemplary standards to achieve and exceed goals with integrity.

CORE COMPETENCIES

- ✦ Protocol & Procedure Development
- ✦ Systems Implementation & Optimization
- ✦ Build, Lead & Cultivate Unit Level Management
- ✦ Improved Profitability through Operational Leadership
- ✦ Culinary Expertise on Diverse Cuisines
- ✦ Food & Beverage Menu Engineering
- ✦ Beverage Program Oversight
- ✦ Effective Inventory & Cost Control

PROFESSIONAL WORK HISTORY

Director of Restaurant Operations **John Fraser Restaurant Group – The Times Square Edition, New York, NY** **March 2023 – September 2023**

Build, improve and implement systems for the Food and Beverage outlets in the Times Square Edition Hotel, \$22M in annual sales.

- Supervision and oversight of day-to-day operations for the all-day dining restaurant – The Terrace and Outdoor Gardens and The Lobby Bar, open in the evenings for light bites and signature cocktails.
- Improved Guests Satisfaction Ratings for Food and Beverage within the first 3 months in the role.
- Recruited and assembled Management Team to provide better coverage, improve service standards and provide continuing training for staff.
- Worked closely with the Culinary, Beverage, Events and Finance to ensure synergy between departments to move towards to efficiently fulfill initiatives and achieve goals.

Director of Operations **Kissaki Hospitality Group – New York City, NY** **August 2021 – December 2022**

Recruited to improve systems, policies and operating procedures for all Units in the expanding restaurant group.

- Overall leadership and guidance for all 5 Units in the restaurant group with the objective of obtaining optimal efficiency, growth and profitability for all aspects of restaurant operations.
- Installed daily digital reporting system across all units, weekly unit leadership meetings and critical path for new restaurant opening.
- Set-up new scheduling software integration with POS geared towards streamlining the process and improved labor cost forecasting.
- Planned and directed all functions of Food and Beverage across all restaurants including payroll, recipe costing, beverage program planning, steps of service, fine tuning of policies and creation of training manuals.
- Conducted ongoing menu engineering to optimize profitability and customer satisfaction by accurately costing recipes and determining selling prices to achieve target food cost of 18% - 28%.

Director of Operations **Bondi Sushi – New York City, NY** **March 2021 – August 2021**

Leading the charge to continue expansion of the Bondi brand in New York City and other target US markets. Provide support for international locations licensed in Abu Dhabi and Dubai.

- Overhaul of Point-of-Sale system for more effective integrations with 3rd party delivery platforms.
- Created and standardize all kitchen and dining room training materials for both restaurant concepts under Bondi.
- Management and hourly staff recruitment, mentoring, training, and development for the new properties opening in New York City.


Director of Retail Operations **Bondi Sushi – New York City, NY** **September 2017 – March 2019**

Established and rolled out all operations and systems for this start-up Fast Casual, high-quality Sushi restaurant concept. Worked with ownership from inception to opening on systems, proprietary recipes, processes and procedures for overall restaurant management and operations.

- Vetted, secured and maintained all vendor relations needed for restaurant operations.
- Managed recruiting, hiring, training and mentoring for all Front of House and Back of House staff members, including 100% of opening team members.
- Installed safety standards and protocols for safe food handling that led to an “A” grade from the Department of Health upon initial inspection and maintained this rating for the following year.
- Managed and maintained the budget for COGS and labor as well as keep updated food cost and inventory analysis.
- Created and curated catering menus for in-house use as well as third party partners

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Multi-Unit Manager

Sushi on Jones & Don Wagyu – New York City, NY

June 2019 – December 2020

Managed day to day operations for New York City - the original outlet in Bowery Market, flagship location in the West Village, Urban Space Vanderbilt and Gotham West Market. Sushi on Jones pioneered the quick and accessible style of Sushi Omakase dining.

- Engineered food and beverage menus for Sushi on Jones and Don Wagyu to adapt to ever changing needs during city-wide lock down due the global pandemic while keeping food cost below 28%.
- Lead implementation of service protocols for food and beverage operations to adhere to City and State mandated guidelines for Covid-19.
- Spearheaded all partnerships with third party delivery and catering platforms for all outlets. This revenue stream added 10 – 12% to gross sales.
- Set policies, procedures and systems for the next 2 locations. *Urban Space Vanderbilt* in Q4 2019 and *Gotham West Market* which is a dual concept restaurant with Don Wagyu in Q1 2020.
- Provided vital data, operating procedures and menu development for Sushi on Jones, London - the first location outside of the United States.

General Manager

Ganso Ramen – Brooklyn, NY

February 2017 – September 2017

Successfully transitioned from *Chef de Cuisine* to overall restaurant management with a focus on *Front of the House* operations.

- Streamlined day to day operations and increased efficiency by implementing new systems and processes.
- Standardized delivery protocols that were introduced in April 2017 which brought an additional 15% to restaurant sales.
- Responsible for payroll tally and submission for the entire restaurant hourly staff.

Chef de Cuisine

Ganso Ramen – Brooklyn, NY

August 2016 – February 2017

In charge of all aspects of *Back of the House* and *Kitchen* operations for *Japanese Ramen* and *Comfort Food* restaurant that has consistently received a *Michelin Guide Bib Gourmand* recommendation since its opening in 2012.

- Recruited, hired, trained and managed all *Kitchen* and *Prep* staff.
- Worked closely with ownership and senior Management Team to constantly improve over service and ensure guest satisfaction and retention.
- Sales improved steadily by 15% within the first 3 months of starting the position as overall food quality showed marked improvement.

Chef de Cuisine

Grand Banks – New York City, NY

April 2016 – July 2016

Collaborated closely with *Executive Chef, Kerry Heffernan* to implement the menu focused on wild caught and sustainably harvested seafood, particularly oysters. Managed daily operations for *Kitchen* and *Back of the House* on a historic wooden schooner docked *Pier 25* on *Hudson River Park* open only during the summer months.

- Standardized all approved summer menu offerings that celebrate seasonal seafood and produce suited for waterfront dining.
- Trained and managed cooks, prep staff and porters on proper storage, food handling, and production of ingredients and menu items.
- In charge of ordering all necessary dry goods and produce for the bar operations.

Culinary Director

Bark NYC – New York City & Brooklyn, NY

August 2015 – February 2016

Managed and monitored daily production of all menu items including signature sauces and made-from-scratch condiments for this *Chef-driven, American, fast casual* restaurant with locations in the *East Village* and *Park Slope*.

- Designed, standardized and implemented seasonal menu items and specials in keeping with food trends.
 - Collaborated with *Director of Operations* in planning and executing all catering and off-site charity events. Clients included *YouTube, Madison Square Garden Companies: The New York Rangers and The New York Knicks*.
 - Supervised training and implementation of *HACCP* standards for proper food handling, preparation and storage for all restaurant staff.
 - Performed cost and inventory control for all culinary aspects of the restaurant.
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ADDITIONAL WORK HISTORY

Culinary Chef Instructor

International Culinary Center
Formerly The French Culinary Institute

August 2010 – February 2013

EDUCATION

The Culinary Institute of America

Associate of Occupational Studies Culinary Arts

Hyde Park, New York

Ateneo de Manila University

Bachelor of Science Psychology

Quezon City, Philippines

CERTIFICATIONS

- Qualifying Certificate in Food Protection issued from New York City Department of Health and Mental Hygiene.