

Professional Summary

Knowledgeable and dedicated customer service professional with extensive senior leadership experience in the hospitality industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with guests. Motivated to maintain guest satisfaction and contribute to company success. Specializing in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Team leader focused on coaching staff and solving problems involving restaurant efficiency, inventory and income statement analysis. Adaptable and enterprising senior leader with solid industry background and proven expertise in building and leading successful teams. Talented problem-solver ready to back up fellow employees at any time.

Skills

- o Analyzing Finances
- o Customer Loyalty
- o Restaurant FOH and BOH Operations
- o Employee Retention
- o Hospitality Management
- o Optimizing Profitability
- o Vender Contracts
- o Budget Administration
- o Teamwork and Collaboration
- o POS Systems and Ordering Platforms
- o High-Volume Environments
- o Operational Efficiency

Work History

Senior Director of Operations

April 2019 – Present

OTG Management - GTA, Ontario

- Responsible for the retail and hospitality operations of OTG YYZ Toronto Pearson International Airport, over \$42 million in annual revenue
- Work closely and collaboratively with cross-functional departments to ensure all initiatives and best practices are being chased in every aspect of the business, using key performance metrics (KPI) to drive revenue
- Launch new company training and developments methods in compliance with company standards in partnership with senior leadership and regional partners
- Identify efficiencies to create valued guest-centric hospitality experience, measured through guest feedback
- Support leadership, through a can-do attitude, in the development of special projects to maximize new customer acquisition and retention by driving high levels of hospitality and brand standards
- Support the labour relations strategy process for unionized accounts, interacting with representatives and administering fair policy and procedures for negotiations
- Responsible for sales revenue, EBITDA, and profit & loss management, as well as organizational development, training, process improvement, and new business development initiatives, and ensuring that all departments achieve maximum levels of efficiency and profitability
- Monitor and engage with third parties to optimize operations through supplier and business development relationships
- Create, implement, and manage inventory management systems to ensure budgets are met on a weekly, monthly, quarterly, and fiscal basis

Regional Operations Leader

February 2018 - April 2019

Charcoal Group - GTA, Ontario

- Planning, forecasting and analyzing financial statements and annual budgets, as well as conducting problem and decision analysis to provide recommendations against trends to increase sales and guest count
- Hiring, training and ongoing coaching and development of all General Managers and Chefs in the strategic direction of the company, and ensuring effective management within financial guidelines to make an impact in operational excellence
- Identify, recognize and develop top-level talent in the hospitality industry to ensure that restaurants have the necessary strength to support long-term growth and maximize stakeholder return on investment
- Partner with the marketing team to develop on and off-site brand activation programs to engage guests and enhance the guest experience

Multi-Unit Operations Manager

February 2014 – February 2018

CFW Restaurants - Toronto, Ontario

- Awarded Open Table, Top 100 Restaurants in Canada award and maintained a minimum score of 4.6
- Implemented satisfaction programs to rapidly increase the PX (valued guest) list of new guests, expanding on Guest Profiles
- Responsible for the operations for both The Shore Club and Ki Modern Japanese + Bar including food and beverage inventory management, department policies, procedures and service standards
- Worked closely with the Executive Vice President, and Senior Culinary Leadership Team to develop a best-in-industry service and guest experience through operational excellence, menu engineering, and budgeting
- Planned, executed and documented a broad program of audits covering all aspects of financial, operational and reporting system controls, review policies, report on compliance and recommend improvements
- POS, Scheduling and Reservation Platform maintenance
- Created and managed Squirrel POS database and Optimum Control inventory program; coordinated point of sale system installation and training, created and added recipes and PLU's to inventory program, troubleshooted, diagnosed and repaired hardware and software, trained staff and Management to utilize all functions of software
- Responsible for the preparation, presentation and subsequent achievement of the company's, monthly and annual local marketing, including all promotional materials, guidelines and capital spends

General Manager

May 2011 – February 2014

Ki Modern Japanese + Bar (CFW Restaurants) - Toronto, Ontario

- Responsible for managing the day-to-day operations, achieving or exceeding gross sales revenue budgets and profit targets, managing food, beverage and labour costs, developing VIP and corporate clientele, and overseeing guest relations
- Led and supported all departments in the achievement of their financial and operational targets through establishment of a positive culture, clear expectations, as well as policy and procedural implementation
- Conducted recruitment, selection, training and development initiatives, performance management and employee coaching, and termination of all front of house and back of house employees
- Planned, designed and executed events from conception through to completion while managing all project delivery elements within time limits including; organizing facilities, audio visual, decor, food and beverage, entertainment, special guests, equipment, promotional material, print & signage, and staffing
- Implementation and compliance with Health and Safety regulations

Kitchen Operations Manager, Bar Operations Manager

May 2006 – May 2011

The Keg Steakhouse & Bar - Cambridge, Ontario

Education

December 2012

Thirst for Knowledge, Toronto, Ontario
Prud'Homme Level 3 Certified Beer Sommelier



April 2006

University of Toronto, Mississauga, Ontario
Sociology – Law, Crime and Deviance