

Evan Harmon

Telephone:

Email:

Profile

I am a well-rounded and enthusiastic individual with majority of my experience being based in the hospitality sector. Working my way up to management at a young age due to my attention to detail and my ability to implement changes to drive productivity in my area of work. Passionate about training and developing myself and my team. My strengths lay in my ability to communicate effectively, my ability to identify a problem and rectify it quickly and amicably, my charisma and my ability to build strong relationships with my team and clients. I am driven by performance and aspire to achieve and supersede goals and ensure that the interests of the company and the clients are best met.

Key Achievements

- Working my way up to Duty Manager of a 4 star hotel at the age of 21 and assisting in the transition for black to silver status due to the improved service quality and guest satisfaction.
- Creating processes and documentation to better record client satisfaction and tracking of complaints allowing us to pinpoint key areas to improve upon and guarantee better client satisfaction reducing a 30% average complaint rate down to a 10% in 6 months. I soon after had to present this programme to our group director who was wanting to implement it in the rest of the hotel chain.

- I was a part of the management team that changed a 4 silver star hotel into a 4 red star the level and quality of team training increase in 4 months.
- Headed a £80,000 project changing our sales system to ensure a more efficient day to day operation.

Experience

Front of House Manager

The Good Times House

March 2023-Present

Overview: Oversee the Food and Beverage offering as well as assist the General Manager in the day to day operations. Being part of the opening team my responsibility increased to sourcing the staff, developing the service standards, building relationships with suppliers and ensuring the venue is ready to open.

Responsibilities:

- Stock control
- Training of staff
- Maintaining cleanliness of the building and all public areas
- Management of the Point of Sale
- Leasing with members of the club and ensuring total satisfaction
- Assisting with the day to day running of the business

Assistant Restaurant Manager

Homewood Park Hotel

April 2022-March 2023

Overview: Assisting and supporting the Food and beverage department assisting senior management in the forward moving of the department.

Responsibilities:

- Driving revenue.
- Ensuring training is up to date.

- To develop and present new ideas to senior management in order to drive revenue and guest experience.
- Ensuring the department is operating to the best of the hotels abilities.
- Work with local suppliers in order to ensure the departmental needs are met.

Duty Manager

Lygon Arms Hotel

September 2020-April 2022

Overview: Ensuring the day to day running of the hotel is seamless, the guests journey is enjoyed above and beyond, and any issues are dealt with quickly and amicably while supporting all department heads.

Responsibilities:

- Working towards project completion and hosting daily management meetings to guarantee that all processes are followed and tasks are being fulfilled as well as biweekly meetings to address issues in the hotel at present.
- Complaint handling.
- Post stay feedback analysis.
- Problem solving

Food and beverage assistant/Bar

Lygon Arms Hotel

June 2019-September 2020

Overview: To provide smooth and efficient service within the food and beverage department.

Responsibilities:

- Ensure guest journey while maintaining professionalism and upselling target products.
- To work with intensity and efficiency.
- Have an in-depth knowledge of the products used in the bar and kitchen.

Receptionist

Lygon Arms Hotel

August 2018- June 2019

Overview: Be the face and point of call at the hotel.

Responsibilities:

- To ensure that any requests and guests information is relayed as necessary.
- To be professional and efficient with emails and phone related communication.
- Managing on site bookings and guest relations.

Pool and Leisure attendant.

Lygon Arms Hotel

April 2017-August 2018

Overview: Ensuring the day to day running of the spa.

Responsibilities:

- Maintaining the cleanliness and quality of the facility.
- Taking responsibility for the planning of the day to day running of the Spa.
- Preparing therapists days out efficiently and evenly.

Education

Amanzimtoti High School Batchelors Pass

Personal training level 2

GRAHAM WOOD

tel:

email:

address:

Education/Qualifications

- Highfield Level 3 Food Hygiene (Distinction)
- SVQ Level 3 Hospitality Supervision and Leadership
- Open University Managing Health and Safety
- Open University Managing Food Safety & Environmental Management
- Johnson Diversey COSHH training
- Compass Manual Handling
- Compass Performance Review Training
- Compass HR essential training
- HNC Hospitality Management, Robert Gordon University, Aberdeen

Profile:

Proven leadership, training and development skills. Excellent communicator and adept at working to KPI's. including food costings, food hygiene, health and safety, menu specifications, staffing budgets, stock takes and waste management. Highly motivated, innovative and creative Chef. Experienced in a wide range of environments. Including Hotels, Events Catering, Private Dining and Restaurants.

Experience:

Executive chef, The Good Times house, Cheltenham

June 2022- Present

The Good Times house is a private members club which is opening in Imperial Square this summer.

This has been an exciting and varied project. My main responsibilities included turning the owners vision for the food and beverage offer into reality and developing the food offer for the business.

I have also had sole responsibility for ensuring compliance and good practice in all areas of the business.

Chef consultant, The Dial House hotel, Bourton on the Water

October 2021-December 2021 (3 month contract)

Responsibilities included staff training on health and safety,

Food safety, food costing and menu development

Head Chef, Cotswold Grange Hotel, Cheltenham 2018-2020

Developed a food offer which was both seasonal and locally sourced. Responsibilities included developing and implementing a food safety management system and staff training records. I was actively involved in recruitment of staff. Managing food costs and wastage. Attending regular meetings with the owners and the marketing manager assisting with business development.

Acting Head Chef, Malmaison, Cheltenham May 2018-Nov 2018

- Temporary head chef assignment working within this highly regarded branded boutique hotel group.
- Responsibilities included maintaining brand standards, staff management, food safety and health and safety

Head Chef, The Find, Cheltenham 2017-2018

- Employed to establish and develop the food offer at the Find café. Receiving the SoGlos Café of the Year Award
- Menu development, food sourcing, costing and specifications.
- Implementing food safety management system and being awarded a 5-star rating. Managing a team of 6 staff. Recruitment, training, development and conducting staff appraisals. Liaising with clients to create dinners, canapes and buffets.

Head Chef, Anfora wine bar, Edinburgh 2016- 2017

A restaurant and wine bar with private dining space in Leith

- Menu development including small plates, tasting menu, a la carte and private dining.
- I had sole responsibility for the food offer, menu development and design, costing, sourcing and training of staff. I also implemented a food safety management system. Including house rules and policies, allergen information and trained both front of house and back of house

Sous Chef. Tigerlily Boutique Hotel and Restaurant, Edinburgh. 2014- 2016

A high volume, restaurant. Delivering all day dining. Managing a team of 8 chefs, with covers of 2000-5000 per week.

- Involved with Private Dining, menu creation for VIP events, outside catering and in-house seasonal events. Key areas of responsibilities: Staff training, development, appraisals, recruitment. HACCP, food safety, consistent product delivery through menu specifications and training. Wastage and food costing control.
- **Agency Chef, Staffinders, Edinburgh 2011-2014**
- Carried out various assignments throughout Edinburgh and the Lothians. Including hotels, restaurants and event caterers.

Sous Chef. Compass group, Royal bank of Scotland, Conference Centre, Gogarburn. Edinburgh. 2007-2011

- To manage the kitchen of this busy conference Centre for one of Compass Groups most prestigious clients.
- To deliver a consistently high standard of food across two sites. Menu planning and development. Costing, ordering food and dealing with suppliers. Responsible for food safety and health and safety.
- Staff management, training and development. Environmental management. Running a financially aware and efficient kitchen with less wastage.

Sous chef Heritage Portfolio, 49 North fort street, Edinburgh 2005-2007

- Production management of Beetroot Blue, the company's award winning online food outlet. It was my responsibility to ensure products were delivered in compliance with current government legislation as well as the companies own stringent health and safety guidelines. I managed up to 15 chefs and 8 food production assistants, producing around 600 rounds of sandwiches, bagels, wraps and croissants per day.
- I regularly deputised for the head chef in the events side of the business.
- I successfully managed the transition of the business from turning over £500K to £3m whilst retaining the same number of production staff and maintaining the same high quality the company required.
- Management of catering for the Edinburgh book festival. On a daily basis producing between 250-300 meals for the general public as well as catering for between 5-10 hospitality events each day.

Sous chef Drew Norloch, Royal Botanical Gardens, Edinburgh. 2004-2005

- Various roles including the preparations and service of functions ranging from weddings to director's lunches.

Sous chef **Scotch Malt Whisky Society**, Giles Street, Edinburgh. 2002-2004

- Cooking, Menu design, Staff training, Budgeting. Stock ordering
- I was involved in the product development of "Hot Scotch Sauce", using a whisky that had been aged in Tabasco casks. Twenty thousand have been sold to date and another bottling is now underway.

Senior Sous Chef. Rogue Restaurant, Morrison Street, Edinburgh. 2002

- Rogue was a Michelin bib gourmand brasserie style operation where I worked while the kitchen was undergoing a period of substantial transition. Assisted on managing a brigade of eight producing on average 150 high quality meals per service. Cooking, Food ordering, Staff recruitment and training

Chef de Partie. The Olive Tree, Queens Road, Aberdeen. 2001

- I was part of a brigade of eight producing around 150 covers per day. Running of the larder kitchen. Planning, preparation and serving of meals. Involved in costing and menu design for both the a la carte and the table d'hôtel menus, which changed monthly and weekly respectively.

References:

On request.

Lorien Steadman

Mobile:

Email:

PERSONAL PROFILE:

Experienced professional with excellent communication and liaison skills. Looking for a busy and challenging work place where there is a need to be exceptionally well organised and have an eye for detail. Highly motivated and enthusiastic with a strong ability to multitask. A problem solver who can also remain calm and professional whilst dealing with a variety of clients.

EMPLOYMENT

The Arts Club Dover Street November 2014 - ongoing

Guest Relations Manager

- Supervising FOH teams during service in all three restaurants and reception
- Monitoring maintenance and all aspects of health and safety on the club floor
- Main point of contact for members and guests
- Induction of new members and new staff to the Club
- Hosting special member events such as private concerts, art events with guest speakers and Q&A
- Created and developed a CRM (customer relationship management) system to communicate members' personal preferences to all FOH staff, to give a bespoke service to each member
- Brand ambassador; representing the Arts Club at public events and attracting new and diverse potential members to the Club
- Supporting the reservations department; table allocations, organising large group bookings and monitoring cover targets
- Overseeing and helping with staff training in various departments and team building

Coya Restaurant and Members Club March 2013 - March 2014

Membership and Restaurant floor Manager

- Held daily briefings with all floor staff to ensure the restaurant operated efficiently while maintaining its reputation and ethos.
- Organised private events for members.
- Negotiated rates and oversaw all events ran smoothly.
- Established members needs and relayed them to all required departments and staff.
- Liaised with Members and customers and attained that service was satisfactory.
- Organised training for new staff members and cross training of departments.
- Built up membership to required number and vetted all applicants.
- Organised events and three month calendar for members evenings. Booked all bands and DJs.
- Responsible for daily set up of restaurant and all floats and petty cash.
- Dealt with staff issues and customer complaints in an effective manner to achieve good relations with staff, members and customers at all times.
- Managed facilities including stock reordering and maintenance.

The Arts Club Dover Street July 2011 - March 2013

Front of house Supervisor

- Developed outstanding communication and interpersonal skills whilst working as Front of house Supervisor at The Arts Club (including rapport and relationship building).
- Enhanced meet and greet procedures for members and guest.
- Initiated relationships between reception team and members.
- Dealt with member queries and complaints.
- Monitored and maintained continuity of service to members and guest.
- Liaised daily with Event team, General manager, Head chef and floor staff to maintain a high standard of service at all times.
- Managed the reception team and boosted morale.
- Gave staff feedback on service and performance ensuring a strong working environment.
- Trained new staff on all procedures including reservations.
- Supervised both front of house and Restaurant floors in both Brasserie and members lounge during breakfast and lunch.

Tamarind and Imli Street Restaurant September 2009 - July 2011

Business Development Manager

- Cultivated customer accounts within local area.
- Helped develop future and repeat business.
- Built a strong network of contacts and businesses.
- Managed and updated content on the website.
- Liaised with PR re media updates and promotions.
- Managed and developed company social media.
- Organised Events and promotions at Imli.

UK Land Investments February 2007 – April 2008

Receptionist/Office Manager

St Mungos Homeless Charity Mar 2005- July 2006

Volunteer

Clear Limited Post Production February 2000 – Nov 2000

Junior Producer

VTR Post Production February 1998 - February 2000

Head Receptionist

PERSONAL INTERESTS

Enjoy traveling to, seeing and finding out about different countries and cultures. Take an interest in sports such as football, athletics and gymnastics. Thoroughly enjoy the theatre and reading. Also have a great love of music and film and an absolute passion for all things culinary

References available upon request

Sam Noar

Full Name

Telephone

Email Address

As a dedicated and enthusiastic individual, I pride myself on my communication and management skills and ability to get the most out of myself and the others around me. I enjoy putting myself in challenging positions which I gained experience in when working in a multi-million pound re-launch of a hotel and establishing a new London start up restaurant. I find working within the Hospitality Industry truly pushes me to perform at my best and is a main passion of mine. (Full UK driving licence, Fire Marshall qualified & Personal Alcohol license).

The Good Times House- General Manager- February 2023 - Present

Integral part of the bringing together and forming the launch plan to a new and exciting private members club.

- General day to management of the building and business.
- Staff recruitment
- Forecasting & budgeting
- Formulation and implementation operating SOP's

The Find -General Manager -May 2022 -December 2023

General day to day running of the business. Focusing on driving sales and increasing turnover.

- Working with kitchen and front of house teams to improve standards across the board
- Developed and improved food offering
- Better Gross profit
- Increase use as a evening function venue (as an additional revenue source)

The Fish Hotel (Farncombe Estate) - Deputy General Manager

April 2018 – April 2022

General day to day running of the Hotel's operations within all departments.

- Involved in forecast, budgeting and P&L
- Managing multiple teams, over multiple locations within the estate of up to 100 people
- Contribute/sign off to menu changes and F&B developments
- Hiring of new staff, from interview, trial to hire – lots is which have remained and progressed
- Splitting my time effectively between locations on the estate & the teams to meet the business need
- Overseeing risk assessments, fire safety and ensuring this is all up to date
- Guest feedback, both positive and negative
- Team welfare check ins, every 6 months minimum - to work on development and to see how we could improve

Lucky Onion Group- Assistant General Manager/ Restaurant Manager /& General Manager Cover - March 2017 – March 2018

I manage a restaurant team of 20, in a busy town centre operation.

- Deliver to strict weekly payroll constraints
- Support the busy bar operation where necessary
- Helped improve food and beverage GP's
- Reduce waste in cask ales adopting new cask widget system

General manager cover at **(The Chequers)** for a team of 15.

Calcot Manor Hotel - Food & Beverage Manager (& Duty Manager) - January 2016 – March 2017

I managed 2 restaurants and a kitchen team of 25. Whilst also carrying out day-to-day operations, both on reception and general management.

- Daily Duty Manager (5/7 days)
- All wet stock control for the Calcot group (4 properties)

- Customer Care
- Leading from the front by working along side my team during services
- Organising staff training to further their knowledge and maintain the customer satisfaction I thrive to achieve
- Supporting all other operational departments (heavily involved with supporting front of house)

Lobster Kitchen – General Manager - September 2014 - January 2016

I managed and help to start a brand new & unique dining experience in central London. Which is a 40 cover Maine inspired Lobster Shack restaurant. Which was the first of its kind before the crustacean mania hit.

- Working on the initial business plan (Which involved potential re-models and site expansions)
- Profit and loss accountability
- Sourcing Food and Beverage Suppliers
- All Stock Control (including monthly stock checks)
- Product development (Regular meetings with the owners and chefs)
- Managing the Lobster Kitchen Team and helping the team to develop their key skills
- Communicating with Press and Journalists (TV) (also appearing on Made in Chelsea twice)
- Financially accountable for the day to day running

Dormy House Hotel - Restaurants Manager August 2013 – September 2014

I was luckily enough to join Dormy House when a huge re-launch costing in excess of £10 million was taking place, I managed the 2 rosette Garden Room and the Greenhouse restaurant. Within my employment the hotel was awarded 'AA Hotel of the year', however my main personal achievement was the restaurant being awarded 'Cotswold hotel restaurant of the year'. I developed on my management skills;

- Stock Control
- Exceeding financial targets with analysis
- Staff training and personal development
- Implementation of staff incentives for wet sales, which led to exceeding 2014 YTD budget by 28k.
- Recruitment from start to finish and staff retention.
- All wet beverage ordering and development (wine lists) (Won one of 2014 Best wine lists by *Condé Nast* award)

Stoke Park Hotel - Senior Assistant Restaurant Manager - 2010 August – August 2013

During my time at Stoke Park I have gained 5 red * experience and 3 ****AA Rosette fine dining experience. The position involves not only maintaining standards within one restaurant but two restaurants (Humphry's and the Orangery and a busy terrace lawn.) I gained many basic daily management responsibilities such as cashing up, wine requisition and wine reconciliation and more importantly managing and developing of staff. Whilst there I have taken a leading role in Wine list development and always tried to improve the department where possible.

- Fully aware of the importance of working with a budget in terms of recruiting , managing staff and payroll percentages
- Meeting targets financially
- Generating high levels of guest satisfaction, all in a very unique 5* hotel and 5,00 members club environment
- Managing and development of staff training

Education

2006- 2010: Bournemouth University - BSC Hospitality Business Development (2:1)

1998-2006: Honiton Community College- A level x 3

Other Qualifications

Wine and spirit education trust (WSET) level 1 and 2

Junior and Community Sports Leader Awards

Hobbies and Interests

I have always had a personal interest in food and wine, and I have invested much of my personal time in training and have explored many countries. I also have a key passion in running, completing 6 marathons all over Europe and recently I have gotten into cycling and triathlons. **(References – Upon request)**

