CHRISTODOULIDES

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**EDUCATION**

2004 **INTERNATIONAL BARTENDERS COURSE – INTERMEDIATE FLAIR COURSE SHAKER BAR BIRMINGHAM**

Seminars on mixology, flair and bartending organisation and management.

2002 – 2003 **BA INTERNATIONAL HOSPITALITY AND TOURISM MANAGEMENT, BOURNEMOUTH UNIVERSITY**

1999 – 2002 **DIPLOMA IN HOTEL MANAGEMENT, ALPINE CENTER – ASSOCIATE INSTITUTE OF IHTTI SWITZERLAND**

1993-1999 **PUBLIC HIGH SCHOOL, GREECE**

**WORK EXPERIENCE**

March 2017 – Current

**OPERATIONS MANAGER PITA PIT UAE**

* Restructured the day to day Operations of the first Outlet and set up standards for multiple restaurants.
* Setup weekly, daily and hourly schedule for the staff for three outlets.
* Restructured delivery team and setup standards.
* Proposed and designed marketing plan to approach companies and increase dine inn and delivery sales.
* Manage and Oversee new outlet opening in Business Bay.
* Designed monthly staff appraisals with training schedule and motivational techniques as employee of the month.
* Ensured franchise standards are kept.
* Restructured a team of 11 staff and turned a team of unmotivated members with a team of happy and motivated members.
* Keeping control of food and labour cost.
* Ensuring Health & Safety and also Hygiene procedures and standards are kept.
* Monitoring sales and then providing informative reports for the Investors.
* Ensuring a productive and professional communication with the support departments is upheld.
* Dealing and resolving guest concerns in the restaurant and through delivery platform reviews.
* Creating recipes for new products and developing a marketing campaign to promote them.
* Developing promotional campaigns that might or might not include discounts in delivery platforms or in-house.
* Ensuring sales, petty cash, credit card payments and other financial transactions are processed correctly.
* Responsible for providing monthly inventory and payroll.
* Coordinated with purchase department in order to find suppliers with good value for money.

October

2015-2017 **FRONT OF THE HOUSE MANAGER, THE CHEESECAKE FACTORY,** Mall Of The Emirates

* Creating the highest quality of food and beverage service while ensuring the franchise standards are kept.
* Organising the opening shift and preparing the restaurant for a successful and profitable shift, accommodating over 1000 guests on a daily basis.
* Being a productive member of a restaurant with over than 300 staff.
* Keeping control of food and labour costs.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in-depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints and feedback.
* Maximising all business opportunities to drive sales in cooperation with upper management.
* Communicating with the kitchen staff to ensure efficient food service.
* Overseeing client bookings & reservations.
* Organising the daily and weekly rotas for the Restaurant’s staff.
* Ensuring repair and maintenance issues are resolved.
* Ability to create a great atmosphere & be an inspirational host.
* Monitoring sales and then writing informative reports for the upper management.

February

2015 **RESTAURANT MANAGER, ZURNA RESTAURANTS,** Al Manzil Down Town & Al Wasl Square

* Ensuring the highest standards of food and beverage service.
* Keeping control of food and labour costs.
* Ensuring Health & Safety and also hygiene procedures & standards are maintained.
* Having an in-depth knowledge of all menus.
* Responsible for recruiting, training & developing restaurant staff.
* Dealing with and resolving customer complaints.
* Maximising all business opportunities to drive sales in cooperation with upper management.
* Communicating with the kitchen staff to ensure efficient food service.
* Liaising with the Head Chef and upper management to discuss and develop the menu.
* Overseeing client bookings & reservations.
* Organising the daily and weekly rotas for the Restaurant’s staff.
* Purchasing stock, supplies and negotiating best prices with trade suppliers
* Ability to create a great atmosphere & be an inspirational host.
* Monitoring sales and then writing informative reports for the upper management.

2015 – 2008 **BUSINESS MANAGER, TEMPO POOL BAR RESTAURANT**

* Supervising Mechanics, Architects and construction of venue.
* Managed negotiations for property rental contract.
* Responsible for recruiting, training & developing all staff members.
* Keeping control of food and labour costs
* Ensuring the highest standards of food & beverage.
* Dealing with and resolving customer complaints.
* Ensuring Health & Safety and also hygiene procedures & standards for restaurant and swimming pool are maintained.
* Having an in-depth knowledge of all menus.
* Maximising all business opportunities to drive sales in cooperation with restaurant owners.
* Communicating with the kitchen staff to ensure efficient food service.
* Liaising with the Head Chef to discuss and develop the menu.
* Overseeing client bookings & reservations.
* Organising the daily and weekly rotas for the Restaurant’s staff.
* Purchasing stock, supplies and negotiating best prices with trade suppliers
* Ability to create a great atmosphere & be an inspirational host.
* Monitoring sales and then writing informative reports for the restaurant owners.
* Responsible for communications, sales, profit and cost control management, conceiving and implementing promotional campaign.
* Coordinate and oversee functions and live musical events for over 150 guests.

2006 – 2008 **BARISTA –MANAGER, FLOCAFE ESPRESSO BAR CHAIN GREECE**

* Purchasing stock, supplies while maintaining proper stock levels.
* Up selling to guests.
* Ensuring Health & Safety and also hygiene procedures & standards of services and products are kept.
* Training new staff.
* Welcoming, acknowledging and greeting guests who come to the bar.
* Having an in-depth knowledge of all menus.
* Dealing with and resolving customer complaints.
* Overseeing client bookings & reservations.
* Ability to create a great atmosphere & be an inspirational host.
* Participated in 2 month extensive barista seminar.

2005 – 2006 **BAR TENDER MANAGER, TWENTY-ONE HOTEL**

* Creating, preparing and mixing drinks that exceed guest expectations..
* Ensuring that the float is correct at the beginning and end of a shift.
* Ensuring that the bar is always well stocked, organized, and cleaned.
* Recording drink orders and writing up accurate bills.
* Working in close cooperation with the waiters and restaurant managers.
* Pouring and serving drinks for bar clientele as well as restaurant staff.
* Advising guests on their choice of champagnes, spirits, beers, whiskey and brandies.
* Handling complaints from customers.
* Taking payment from customers.
* Sanitizing bar equipment.
* Serving guests in a timely manner.

2004 **LODGING MANAGER, GENERAL MANAGMENT OF OLYMPIC GAMES ATHENS 2004**

07/05-30/09

* Director of lodging facility for referees and judges
* Organizing pay staff and volunteers
* Organizing communications & agreements between departments of accommodation, Naval Academy & local police department
* Making sure that all regulations for security and safety are kept.
* Organising Lodging facilities for Paralympic athletes

2003 **PARK HOTEL ATHENS ASSISTANT OF F&B MANAGER**

SUMMER

* Secretarial Services
* Coordinating communications and being the liaison between the F&B head office and the different departments of the Hotel
* Assisting with supervisory and waitering services the Banqueting sector.

2002  **TRAINEE LOUIS IMPERIAL ZANTE, LOUIS COMPLEX ZAKYNTHOS**

SUMMER Assistant reservation Department & Night receptionist

2001 **TRAINEE PARK HOTEL ATHENS**

SUMMER Waiter (restaurant, cafeteria, room service and banquets)

**KEY SKILLS AND COMPETENCIES**

Team Leading

* Flexible and receptive to new situations.
* Effective under work pressure.
* Have positive approach towards work and a self-motivated individual.
* Strong communication skills even with people of different nationalities and culture.
* Patient and able to relate and motivate others
* Highly creative with the ability to create and expand concepts & menus.

**AREAS OF EXPERTISE**

Hospitality Industry F&B sector, customer care, cost controlling.

**IT SKILLS**

General knowledge of PC and Mac, email, internet, office documentsand point of sales systems.

**LANGUAGES**

Greek – Excellent

English – Excellent

French – First stages of learning

**REFERENCES**

UPON REQUEST