

Highly dedicated, service driven individual with over 25 years of success in hospitality industry. Unites excellent financial and operational analysis skills with strong leadership and coaching abilities. Excels at team building, communication and creative solution finding for the Internal & External customer.

### **Key Operational Qualifications**

- Progressive advancement to Executive Manager in dynamic, high-volume property; portfolio expanded to include 2 properties & opening experience for new dining concept
- Superior interpersonal, relationship-building and team-building skills
- Exceptional focus and commitment to service excellence and overall quality
- Very experienced at financial budgeting, forecasting and costing
- Hospitality Operations Experience – familiar with bar and cash handling procedures, banquet service, catering sales & planning, Food & Beverage sales & promotions, licensing policies and procedures, Hotel sales & operations
- Graduate of Culinary Degree Program – comprehensive understanding of front and back of the house operations and integration for superior and efficient service levels
- Level 1 Food Safe Certificate and Serving It Right Certificate
- Knowledge of Occupational Health and Safety Regulations, Employment Standards, Local 40 and BCGEU Unions; and Human Rights legislation
- Think and respond quickly and appropriately in a fast-paced environment

### **PROFESSIONAL EXPERIENCE**

#### **FRESH & HEALTHY BRANDS (Jan 2015 – present)**

##### **Director of Operations**

Plan, direct and coordinate the financial, operational and human resource objectives for Fresh & Healthy Brands, a franchisor of 4 quick-service restaurant brands. Responsibilities include:

- Franchise alignment
- Responsible for new store design & construction
- Brands marketing & promotions
- Corporate purchasing contracts and programs
- Franchise revenue review and recommendations
- Brands menu development
- Recruitment & development of Fresh & Healthy Corporate Team Members

#### **GATEWAY CASINOS & ENTERTAINMENT LTD. (Feb 2007 – Nov 2014)**

##### **Executive Manager, Hospitality - Cascades Casino & Starlight Casino Oct 2013 – Nov 2014**

Responsible for the financial and departmental performance of the Food & Beverage, Hotel & Convention Operations at Cascades and Starlight Casinos. Key highlights included:

- Assisted with implementation and opening of Match Eatery & Public House in Langley and New Westminister (2014), including construction and design process
  - Match Langley was the 3rd store opening and smoothest of all the properties
- Assisted with refresh and launch of The Buffet in Langley and New Westminister (2014)
- Opened new Summit Theater Bar (2014)

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- Manage Operations and Sales for the Hotel & Convention Centre.
- Awarded Langley's Best of the Best Hotels 3 years in a row, including 2014
- Lead 10 department managers and 200+ employees

**Executive Manager, Hospitality - Cascades Casino, Langley Nov 2009 – Oct 2013**

Executive team member that evolved strategies and financial performance for the Casino Food & Beverage Operations, 26,000 sq. ft. convention center, 77 room hotel, and 420 seat theater. Lead 5 department managers & 120 employees. Key highlights included:

- Enhanced customer experience and loyalty through organizing cross property Food & Beverage marketing strategies for Gateway Casinos
- Developed and implemented new amenities to enhance customer experience: Starbucks (2012) hotel refresh (2012) Spa Pure (2011)
- Enhanced relationships and partnerships between Property and Community Stakeholders
- Liaised with City Officials to ensure approval and support of property
- Showcased and promoted property at trade shows
- Organized and participated in property-sponsored fundraisers for community groups
- Oversaw Maintenance and Purchasing Departments

**Operations Manager, Food and Beverage Jun 2009 – Nov 2009**

- Streamlined service operations in the Food & Beverage Department
- Created and implemented new menu offering

**VIP/Guest Services Manager Cascades Casino Dec 2008 – Jun 2009**

- Launched and implemented Signature Card property program
- Assisted with launch of Casino VIP Crystal Room

**Banquet Manager Feb 2007 – Dec 2008**

Responsible for 26,000 sq. ft. convention center. Oversaw labour/beverage forecasting and cost controls. Participated in event planning and sales. Ensured client satisfaction through hands-on, direct supervision of set up and service of banquets and facilities. Developed clear and cooperative communication with culinary team for smooth execution of service.

- Managed the site's busiest convention Christmas season serving over 11,000 guests in 6 weeks
- Led over 30 employees

**THE COAST TSAWWASSEN INN**

**Food & Beverage Manager Jan 2004 – Nov 2005**

Updated and improved the existing dining experience and off-premise catering operations to be the premier Food & Beverage operation in Tsawwassen. Responsible for 60 seat full service restaurant, 2500 sq.ft. Ballroom, 5 meeting rooms, room service for 92 rooms, and off premise catering for a unique market. Lead 30 employees. Key highlights included:

- Reimagined existing restaurant into a full service, white linen dining experience emphasizing fresh local ingredients and value
- Reinvigorated the Weekend Brunch business
- Implemented customer reward system with Squirrel POS
- Created successful off-premise catering program in response to demand from local clientele

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## **HOLIDAY INN – HOTEL & SUITES VANCOUVER DOWNTOWN**

### **Food & Beverage Manager Feb 1999 – Jan 2004**

Responsible for 120 seat full service restaurant, 30 seat lounge, 2500 sq. ft. ballroom, 180 seat sports bar, room service for 245 rooms, and minibars. Managed 3 direct/50 non-direct employees and reported directly to the renowned Robert Leoppky VP Operations for Atlific Hotels. Key highlights included:

- Raised Guest Service Scores from the bottom 5 poor performing property to top 5 property
- Implemented training seminars to better educate staff on wine and table service, increasing sales from 10% - 25%
- Received numerous Tourism Vancouver and Food & Beverage Conference Employee nominations
- Host and MC of staff and manager parties and annual events
- Utilized staff investigation and integrity company

## **EARLY POSITIONS**

<b>Rosie's on Robson Dining Room Manager</b>	Mar 1998 – Feb 1999
<b>Beach Side Café Line Cook</b>	Jun 1997 – Mar 1998
<b>Earl's Tin Palace Bartender/Controller</b>	May 1996 – Oct 1996
<b>Cactus Club Café Assistant Night Manager</b>	Jan 1995 – May 1996

## **PROFESSIONAL DEVELOPMENT**

<b>Social Media Marketing</b> Coursera	2017 to present
<b>PubCon</b> Las Vegas Digital Marketing Conference	2016
<b>Leadership Summit</b> Coast Hotels & Resorts	2014
<b>Integrate Conference</b> Coast Hotels & Resorts	2013
<b>Qualities of Peak Performance Sales Workshop</b> Coast Hotels & Resorts	2011
<b>Leadership Workshop</b> Coast Hotels & Resorts	2010
<b>Large Cash Transactions Training</b> FINTRAC	2009
<b>Appropriate Response Training Level 2</b> BCLC	2008
<b>Leadership Program</b> Gateway Casinos & Entertainment	2008
<b>Culinary Arts Diploma</b> Pacific Rim Institute of Culinary Arts	1997
<b>Bar Management</b> Canadian School of Restaurant Management	1994
<b>Dutch Language Studies</b> University of Amsterdam	1992

## **VOLUNTEER & COMMUNITY SUPPORT**

Board of Directors, Skål Vancouver Club	2015 to present
Master of Ceremony, Langley Community Day Parade	2014
Board of Directors, Tourism Langley	2012-2014
Liaison, Canadian Festival of Chili & BBQ event held at Cascades Casino	2012-2014
Liaison, Langley Good Times Cruise In event held annually in Langley City	2011-2014
Master of Ceremony, Breakfast Television Wedding Giveaway	2012
Master of Ceremony, It's My Wedding Trade Show at TradEX in Abbotsford	2012
Christmas Elf, Langley Christmas Bureau	2011 to present
MS Heart & Stroke Big Bike Captain	2011 to 2014

## **REFERENCES AVAILABLE UPON REQUEST**