

BEN SMITH

Bexhill-on-Sea, UK

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PROFESSIONAL PROFILE

A target-driven hospitality professional with a reputation for achieving results against objectives. Thrives in pressurised situations and employs strong planning and organisation skills to conduct operations with optimal levels of efficiency. Possesses excellent communication and interpersonal skills and utilises these skills to build healthy relationships with colleagues in order to deliver effective work environments. Employs leadership qualities to provide personnel with the knowledge, skill set and motivation to exceed performance goals.

KEY SKILLS

- ✓ **COMPUTING & IT:** Possesses experience producing websites uses coding languages such as PHP, MySQL, JavaScript, HTML and CSS
- ✓ **HOSPITALITY:** Possesses numerous years' experience in senior hospitality positions as a Head Chef and a Sous Chef. Practised at managing teams of hospitality staff in fast-paced environments.
- ✓ **COMPLEX PROBLEM SOLVING:** Approaches problems systematically, capable of identifying the most effective approaches to problems, generating solutions and implementing corrective action.
- ✓ **CRITICAL THINKING:** Employs critical thinking skills to rationally analyse and evaluate information and make sound decisions.
- ✓ **COGNITIVE FLEXIBILITY:** Possesses the cognitive flexibility to transition between multiple tasks and to adapt to rapidly changing workloads and environments.
- ✓ **LEADERSHIP:** Possesses high-quality leadership skills. Consistently facilitates the smooth-running of operations and demonstrates an ability to develop strategies to achieve objectives in pressurised environments.
- ✓ **TIME MANAGEMENT:** Utilises organisation and time management skills to multitask while meeting deadlines and maintaining quality standards.
- ✓ **ATTENTION TO DETAIL:** Strives for complete accuracy on a consistent basis. Identifies and rectifies mistakes through rigorous examination.
- ✓ **COMMUNICATION:** Possesses excellent communication skills – both orally and in writing – capable of conveying information concisely and effectively.
- ✓ **MANAGEMENT:** Experienced at conducting the effective management of teams and operations, implementing changes and new procedures to enhance efficiency and drive organisations forward.
- ✓ **IT/SOFTWARE:** Adept with HTML, PHP, CSS, Visual, Microsoft Office (Word, Excel, Access, PowerPoint, and email systems.

KEY ACHIEVEMENTS

Presented with a Chamber of Commerce award in business studies in 2013

Successfully managed hospitality operations for a busy country pub, overseeing the production of 40-50 meals per sessions and leading a team of 10 to performance objectives

Developed and implemented a new menu at The Ash Tree Inn, utilising experience and creativity to deliver an appealing set of offerings which drove revenue and increased satisfaction

EDUCATION AND TRAINING

Extended Diploma: ICT Level 3 (DDM) (2015), Bexhill College | AS Level: Business Studies (D) (2014), Bexhill College | BTEC: Business Studies (D,D,D) (2013), Claverham Community College | BTEC: ICT (M) (2013), Claverham Community College | BTEC: Science (D,D) (2013), Claverham Community College | GCSE: English Literature (B), English Language (C), Maths (B), History (D), Media (C) (2013), Claverham Community College

CAREER SUMMARY

IT, Marketing & Sales –Jermyn & Sons, Seaford**2018-2018**

- Designing and maintaining IT System
- Putting together all marketing material including; emails, posters, websites, banners and stickers
- Organising motor events to take part in as well as charity events
- Contributing to car sales on the odd occasion
- Diagnosing any IT problems to ensure the business does not fail

CUSTOMER ASSISTANT - NIGHTS – Tesco, Eastbourne**2017-2018**

- Stacking the shelves to ensure they are fully stocked and ready for the store to open the next day
- Engaging with customers to help meet their needs and requirements

HEAD CHEF/MANAGER – The Ash Tree Inn, Ashburnham**2017-2017**

- Managing a team of 10 hospitality staff, providing personnel with the skills and knowledge to perform effectively
- Overseeing the delivering of 40-50 meals per sessions, ensuring adherence to time and quality standards
- Managing all stock control activities, procuring products, and ensuring healthy relationships with vendors
- Conducting a range of basic accounting activities, and ensuring the delivery of high-quality customer service
- Introducing a new menu and a signature dish – a homemade scotch egg starter platter, local venison burgers, and fresh caught sea bream on a mango salad bed
- Ensuring compliance with health & safety regulations, as well as hazardous substances regulations

SOUS CHEF – Harding Taverns, Ninfield**2016-2016**

- Leading kitchen activities, ensuring the smooth running of operations and the preparation of quality meals
- Receiving commendation for maintaining a high standard of cleanliness within the kitchen and providing the Head Chef with effective, continuous support
- Ensuring high levels of quality at all times, conducting prep activities, and procuring food and beverages

TRAINEE CHEF – The Squirrel, Battle**2015-2016**

- Developing a skill set as a chef in a fast-paced kitchen while contributing to the efficient running of the kitchen
- Obtaining qualifications to become a personal licence holder, and assuming wide responsibilities in the front of house and the prep area

BARISTA – Middle Farm, Firle**2014-2015**

- Serving drinks to customer while providing excellent customer service, and assisting with food preparation in the kitchen

References – available on request