

Harriet Hambly

“I’m a left-sided thinker with a right-sided spark, innovative, creative and most of all determined. As much as it may sound cliché I love challenges and relish learning opportunities. There is nothing more satisfactory than noticeable progress. I am extremely organized and practical, having grown up in a household where my single mother of four managed two and went on to own three companies. This taught me from a young age that to manage a business you have to first manage yourself, second your team, and third your customers.”

Languages

- English Native, Portuguese Fluent, Spanish Communicable

Systems Knowledge

- Comtrex, Mission, Zonal/Aztec, Fourth Hospitality, Revel, People HR, Resdiary.

Experience

Pizza Express – Restaurant Manager -Present

Whilst working with pizza express I have been lucky enough to have many diverse management opportunities. Notable achievements being; being placed number 16 out of 503 restaurants for percentage of profit above target first quarter. Also, placed first in North West London area, and being the only restaurant to hit every single target in North West London first quarter for four pillars: customer, people, sales and profit.

I participated in the management of Olympia branch during the world-renowned horse show where takings reached £40,000 per day and waiting list of tables reached over 100 at any one time. Due to sheer volume we managed the event in a team of 12 general managers and 4 area managers meaning event management, team management, organization, speed and flexibility were a necessity.

My duties include but are not limited to:

- Close profit and loss monitoring
- Staff management and incentives including team building and training.
- Sales, customer, people and profit targets weekly and quarterly.
- Stock management and monitoring.
- Personalized marketing ideas and projects.
- General repairs and housekeeping.
- Quality control with regular unannounced visits from a very strict specialized quality and safety team with my last visit being April this year and receiving a 96% pass mark.
- Labour cost and control, shift planning and managing.

Snowflake Luxury Gelato – 06/17-10/17 Store Manager

I managed this contractual luxury gelato store in Bicester Village, the renowned high-end retail tourist destination. Bicester Village as aforementioned is all things extreme luxury and has huge footfall volume. With lease contracts based on percentage of sales I worked under pressure day in day out to hit and overcome set targets. Serving up to 200 customers an hour this was very much a hands-on role, managing and motivating a team of 12 people

My responsibilities here included but were not limited to:

- Weekly financial reporting
- P&L monitoring LFL targets
- Stock, ordering,
- Rotas & staff management, marketing plans
- Front of house hands on motivation
- Food forum meetings
- Whilst here I also gained a five-star rating from an EHO officer.

This was a contractual agreement I decided to partake in as a side step in my career to face new challenges.

Wildwood Italian Restaurant, Wantage - Assistant Manager 03/2016 – 06/17

Here I worked as an assistant manager in a busy 300 cover restaurant with a deli shop and cinema. My specific duties included:

- Duty manager in times of holidays, changes of manager etc., at one point for 6 consecutive weeks.
- Managing of up to 18 members of staff.
- Sales targets and forecasts. Cost analysis, P&L food cost, and waste management
- Labour cost management
- Events management including costing and supervising hen nights, birthdays, cinema parties etc.
- Stock awareness, in charge of deli stock, promotions, and pricing etc.
- Weekly staff rotas with certain labour cost targets and weekly forecasting.
- Staff training, including allergen training and training supervisors on CMI audits, NSF and EHO regulations. Gained 5 star rating from EHO visit in January.
- Mystery diner targets and monitoring
- Control of banking, petty cash, expenses
- Risk assessments
- Staff incentives and shift planning

Education History

- Baccalaureate equivalent in Brazil taken in Portuguese Language with 12 subjects all over 60% for pass rate
- 10 GCSEs A*- B

Other Achievements and Interests

- Duke Of Edinburgh Bronze Award
- TOEFL teaching certificate
- Food standards agency level 2 food safety and hygiene certificate
- Clarinet level 6
- Theory of Music level 5
- Played hockey & netball for Suffolk
- Latin GCSE

References available on request