



# Krzysztof Olek-SOW

Assistant General Manager

📍 London, UK

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## Links

[Website](#) [Instagram](#)

## Languages

English (Fluent)

Polish (Fluent)

## About

Motivated, ambitious and hard working individual who seeks for a career opportunities within the health care field. Successful in running busy restaurants, working under pressure and creating logical solutions to problems. Fast thinker and never bored of new challenges. Working towards achievable goals . Strong communication skills.

### BRANDS WORKED WITH

brighterkind

Domino's Pizza

Domino'S Pizza Streatham

Firezza Pizza

Franco Manca

## Experience



### ● Manager

Domino's Pizza | Oct 2021 - Now



### ● Activities Coordinator

brighterkind | Jan 2021 - Oct 2021

Due to covid and hospitality issues, I did undertake job as activities coordinator in an end of life service. I was responsible for the physical and mental well being of the residents. Reason I left was to go back to hospitality at the next possible chance.



### ● Sous Chef

Franco Manca | Oct 2018 - Apr 2019

- Helped staff adhere to tough restaurant requirements through effective discipline and motivation.
- Disciplined and dedicated to meeting high quality standards.
- Delivered food to the highest hygiene, quality and safety standards, strictly following all health and safety guiding principles.
- Maintained total control to maximise guest satisfaction and team productivity.
- Oversaw kitchen employee scheduling, meeting all coverage needs and avoiding wasted labour.
- Acted as head chef when required, maintaining continuity of service and quality.
- Planned and directed food preparation in a fast-paced environment.

### ● General Manager

Firezza Pizza | Apr 2015 - Oct 2020

- Conducted staff appraisal to reduce staff turnover and highlighted areas that needed improvement
- Trained new employees in store operations and customer service policy
- Assisted in screening and hiring new employees on the company's behalf
- Developed intuitive and engaging incentives to reward loyal customers
- Assisted the head office in bookkeeping and petty cash management
- Served as the floor manager and assisted the head chef in orienting new junior chefs
- Instructed new staff in the proper handling of food, utensils, crockery, and kitchen equipment to ensure conformance to the department of health's stringent sanitation regulations
- Grew business turnover by creatively driving sales and maintaining cost controls
- Increased operational efficiency by leading staff development and business planning.
- Directed HR operations, including strategic workforce planning, goal cascading, performance management, staffing and benefits

## ● Assistant manager

Domino'S Pizza Streatham | Jan 2011 - Apr 2015

- Hired and scheduled staff to meet business needs and demand.
- Verified merchandise pricing to achieve revenue and profitability goals, reduce shrink and forecast sales.
- Improved efficiency by training staff on best practices and protocol.
- Addressed customer issues to ensure quick and successful resolution.
- Networked with customers and asked open-ended questions to determine immediate needs.
- Maintained store appearance, including rack and shelving organisation, store lay out and planogram planning.
- Oversaw daily operations of store, including inventory and supply re-stocking, cash-handling and assisting customers.
- Reduced process lags, efficiently training staff on best practices and protocols while coordinating scheduling for optimal productivity.