


Chris Weatherston

General Manager

 Northampton, UK

 Chris is **Available to work**

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Work Preference

Location: Open to relocate

Pattern: Open to Full-time work

Employment: Permanent Positions,
Hourly Consulting, Freelance Assign-
ments

Skills

over 30 years in hospitality (Advanced)

head trainer (Advanced)

mentor (Advanced)

Customer Service Training (Advanced)

personal Licence (Advanced)

Customer Service Management (Ad...

Languages

English

About

PERSONAL SUMMARY A skilled manager with a winning attitude and exceptional customer service seeking to advance my career for a loyal company allowing me to progress within the industry. I am now looking for a new challenging managerial position, one which will make best use of my existing skills and experience. The ability to motivate and inspire a team, continuously exceeding in guest expectations and brand standards, with determination and a proven ability to ensure that the business operates smooth, efficient and profitably, effective communication skills with tact and diplomacy, self motivated and ambitious.

BRANDS WORKED WITH

JD Wetherspoons Ltd

Koru

Sci

The Legstraps

the Wedgwood

Various Clients

Yarlswood Immigration Centre

Experience

● Co-owner

Koru | Sep 2006 - Now

I co-run a business with my self-employed partner.

- We opened a warehouse in 2010 selling designer shoes, handbags, home décor and other accessories to the public, we then incorporated ladies and men's designer clothes as well as the other goods.

- We diversified and went online in 2013.

- Duties are to order stock / supplies, forecast trends and fashion for the year ahead, monitor sales, consult with new suppliers and manufacturers to ensure cost effectiveness, negotiated contracts with suppliers, P+L, budget control, forecasting sales, cash handling, running and keeping updated on the website, photographing stock.

● Part time

Various Clients | Jan 2006 - Now

I worked in various hospitality bars and restaurants at home and abroad helping with issues faced, staff training, budgeting, forecasting, main- taining and enhancing standards, new concepts, pre opening and new openings, menus, cost control, hygiene standards, menus, customer ser- vice, front and back of house, monitoring progress, multi sites

● General Manager

the Wedgwood | Aug 2019 - Sep 2020

C + A leisure Ltd August 2019 to September 2020

- Monitoring progress by establishing plans, budgeting and measuring results. Complete wet led venue, motivating staff to boost takings up to £11,000 - £13,000 weekly, promoting the venue.

- Inspecting equipment and food inventory and purchasing all supplies.

- Cultivating and strengthening lasting client relationships using social media and excellent customer service skills.

- Developing and implementing a high-quality stress free work environ- ment as measured through employee satisfaction ratings.

- Conducting cost, scheduling, contract performance, variance and risk analysis procedures for corrective action.

- Developing and deepened relationships to form lasting and loyal part- nerships.

- Planning, creating and communicating with local businesses to create new revenue streams through networking.

● S.c.o Senior security supervisor

Yarlswood Immigration Centre | Sep 2005 - Apr 2006

Duties were to ensure that rules and regulations set down by the gov- ernment officials are adhered to.

- Total security of the premises, monitoring the cctv of 250 cameras.

- Performed deep searches and pat-downs to look for unauthorized ma-

terials.

- Worked directly with management and other government departments to brainstorm, discuss strategy and mitigate any issues.

● Head Venue Coordinator

Sci | Jan 2002 - Jan 2006

Responsible for security at venues, health and safety of all clientele and staff.

- Mentored and trained inexperienced staff, ensured company standards/ Laws were adhered to.
- Sourced new contracts/ Negotiated new contracts.
- Liaised with the authorities in licensing, staff rota's, sou.
- Demonstrated awareness of liability issues by confirming legal drinking age and discontinuing service to intoxicated guests.

● Manager

JD Wetherspoons Ltd | Nov 1996 - Sep 2001

Accountable for day to day operation of the venue, managing a team of 15-20 full/ part time staff, 40/60 food/wet led.

- Full P+L comprehension, cash control, budgeting, forecasting, maintaining high standards of the venue, improving all controllable costs, maximizing financial performances.
- Ability to create an exciting concept in a relaxed atmosphere to ensure all customers have a fantastic experience.
- payroll expenditure.
- Increased employee satisfaction whilst utilising staff where necessary.
- Improved yield by having near zero waste.
- Cut area expenditure saving £1.6 million, ensuring the continuation/enhancements and increase of sales.
- Preparing rota's, brand marketing, cellar management, health / safety of staff and all clientele, hygiene control.
- Recruiting, developing, disciplinary and coaching the team, ordering stock and stock taking.
- Front and back of house, Haccp, Coshh and Riddor trained, helped sister houses in the area and covered for holidays or sick leave.
- Dealing with all suggestions and resolving general complaints.
- I have been a key holder in all positions Assisting in the training, pre and openings of new venues.



● General manager

The Legstraps | Mar 2023 - Now