

## GRADUATE RESTAURANT MANAGER TRAINEE

# Ollie Barnes



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Hospitality Management graduate from Sheffield Hallam University with **3 years of part-time restaurant experience** and a proven track record in team leadership, customer satisfaction, and operational efficiency. Promoted to shift supervisor within **8 months** at a high-volume restaurant. Managed shifts serving **250+ covers per evening**. Passionate about creating exceptional guest experiences and developing high-performing teams.

## EXPERIENCE

Jun 2024 – Aug 2025

**Shift Supervisor**, Bill's Restaurants, York

Promoted from waiter to shift supervisor at a busy city-centre restaurant serving 250+ covers per evening.

- Managed a team of **12 front-of-house staff** during evening shifts, handling table allocation, complaints, and service flow
- Maintained a TripAdvisor rating of **4.5/5** during my tenure, responding to **30+ reviews** personally
- Reduced average table turnover time by **10 minutes** through improved pre-bussing and payment processes
- Trained **8 new team members** on service standards, POS systems, and allergen awareness procedures

Oct 2022 – May 2024

**Waiter**, Bill's Restaurants, York

Part-time waiting role during university, promoted to shift supervisor after 8 months.

- Served an average of **50 covers per shift**, consistently receiving positive customer feedback
- Achieved the highest individual **upselling rate** in the team, averaging **£3.20 extra spend per table**

## EDUCATION

Sep 2022 – Jul 2025

**BSc (Hons) International Hospitality Business Management in Hospitality Management**, Sheffield Hallam University, Sheffield

Graduated with Upper Second Class Honours (2:1, **63% average**). Dissertation on the impact of online reviews on independent restaurant revenue in the UK, graded **67%**.

- Relevant modules: Food & Beverage Management, Revenue Management, Hospitality Marketing, Leadership & People Management, Events Operations
- Completed a **48 week industrial placement** module integrated with the Bill's Restaurants role

## SKILLS

Team Leadership • Customer Service Excellence • Stock & Inventory Management • POS Systems • Staff Training & Development • Revenue Management • Food Safety & Hygiene • Complaint Resolution • Rota Scheduling • Microsoft Office • Upselling Techniques • Allergen Awareness

## CERTIFICATIONS

Jan 2025 – Jan 2025

**Level 3 Food Safety in Catering**, Highfield Qualifications

Nov 2024 – Nov 2024

**Personal Licence Holder (APL)**, BIIAB

## LANGUAGES

English - Native

## PROJECTS

Jan 2025 – Apr 2025

**Menu Engineering Analysis (University Project)**

Conducted a menu engineering analysis for a local York restaurant as part of a revenue management module.

- Analysed sales data for **45 menu items** across a **6 month period**, classifying each by profitability and popularity
- Recommended repositioning **8 items** and removing **3 underperformers**, estimating a **£4,200 annual profit increase**
- Presented to the restaurant owner, who adopted **5 of the 8 recommendations** for the summer menu

## REFERENCES

Tom Westwood

General Manager, Bill's Restaurants (York), tom.westwood@bills-website.co.uk, +44 7700 900 194

## EXTRA CURRICULAR ACTIVITY

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Sep 2024 – Jun 2025

### Events Coordinator - SHU Hospitality Society

Organised events and industry visits for the university's hospitality management society.

- Coordinated **6 industry visits** to hotels and restaurants in Sheffield and Leeds for **20+ students** per visit
- Organised a **charity dinner** that raised **£1,800** for Sheffield Food Bank, serving **80 guests**