

Steve Moore

Phone Number • City, State • Email

Office/Operations Manager

Accomplished leader with extensive experience in hospitality industry, leading complex projects and operations, office administration, branding and marketing initiatives, and continuous improvement efforts.

Well-versed in administering office operations such as reporting, meetings, requirements gathering, data analysis, and delivering projects via collaboration with senior leadership and team members. Experienced in employee lifecycle management involving talent acquisition, recruitment, team building, and performance management. Instrumental in expanding operational capabilities by reorganising teams, revising operating processes/procedures, and delivering training and development opportunities. Offering subject-matter expertise in budgeting and cost tracking, risk assessments, competitive intelligence, financial planning and analysis, sales management, and market research for sustainable business growth.

Areas of Expertise

- Multi-Unit/Site Operations Management
- Office Administration
- Recruitment & Talent Acquisition
- Team Restructuring & Training
- Strategic Planning & Execution
- Meetings & Events Management
- Project Lifecycle Management
- Leadership & Staff Development
- Policy & Procedure Development
- H&S & Regulatory Compliance
- Financial & P&L Management
- Cross-functional Collaboration
- Stakeholder Negotiations & Engagement
- General Data Protection Regulation (GDPR)
- Payment Card Industry (PCI) Compliance

Career Accomplishments

- Facilitated re-opening of the Boat House by leading project management, stakeholder negotiation, budgeting, and multiple functions simultaneously, addressing national stock issues, logistical and delivery challenges, employee gaps, and increased-customer demand.
- Delivered oversight and strategic direction as an Operations Manager to streamline administrative, financial, and operational activities across 11 sites/locations of Lounges PLC.
- Revitalised operations of a declining business unit by reviewing operating procedures, steering business planning, revising marketing approach, and creating budgets in liaison with directors and stakeholders, which increasing growth to 6% in the first year and 21% in the second year.
- Restructured team and revised scheduling at Cote Brasserie, which resulted in optimising operational efficiency, reducing labour overheads, and enhancing employee satisfaction.

Professional Experience

Operations Manager – Boat House, Ideal Collection, Hampshire

4/2021 – Present

Oversee and streamline office administration as well as financial and operational activities through strategic planning and teamwork. Improve customer experience and satisfaction by installing new till systems with efficient design and functionality. Create diversified food menus, including fresh seafood and drinks menus in collaboration with Executive Chef.

Key Accomplishments:

- Achieved record growth and sales across the Boat House through strategic sales and forward planning, robust sales initiatives, and identification of target audience.
- Brought in new products by liaising senior leadership, stakeholders, and managing suppliers; determined budget and marketing approach for the new products.
- Oversaw numerous events such as outdoor operations and live music (with food/drink provisions) across Boat Houses, while developing and tracking budget, governing project management, and guiding cross-teams during events, which attracted 1,000s of guests.
- Enhanced employee performance by implementing new efficiency and productivity-driven-hours model.

Operations Manager – 11 Sites, Lounges PLC, Dorset & Somerset

9/2019 – 4/2021

Steered strategic business direction by measuring KPIs, setting priorities, allocating resources, and offering support in collaboration with GMs. Identified and covered service gaps through liaison with clients and implementation of corrective actions that improved service delivery. Boosted productivity across all operational areas of Lounges PLC by introducing robust processes, processes, and best practices.

Key Accomplishments:

- Defined business development scope, marketing strategies, and sales promotions based on market data and customer insight, which significantly increased revenue.
- Enhanced employee engagement and retention by launching wide array of employee wellness initiatives.
- Directed inventory management overhaul and integrated new control processes, which reduced variance to less than 1% against target of 1.2% and prior year's stats of 1.7%.

Senior General Manager & Multi Site Manager

3/2017 – 9/2019

Governed operations of 3 locations in Southampton, while overseeing P&L governance, financial planning and control, inventory management, and labour tracking. Led training and development efforts as well as area managers to improve performance output. Supported achievement of long-range objectives by outlining key initiatives with ROM as a main stakeholder.

Key Accomplishments:

- Joined the organisation as GM, gaining promotion to senior position due to exceptional performance.
- Led introduction of new support framework, which enabled broader synergies across multidisciplinary operations and reduced workload for HODs.

General Manager, Cote Brasserie, Winchester

4/2016 – 2/2017

Directed operations of high-volume restaurant (with £30K- £55K in sales) by leading diverse team of 45 personnel. Led employee lifecycle from recruitment to performance management, while managing finance, marketing, business development, purchasing, and guest relationship for high-quality service delivery. Devised a wide range of BOH promotions, which opened additional revenue streams and increased sales during low-demand periods.

Key Accomplishments:

- Identified and acquired cost saving opportunities by establishing cost reduction/avoidance programs.
- Contributed toward sustainable business growth by creating, implementing, and steering short-/long-term business development plans.

Career Note

Regional Finance Trainer & Multi-Site Cover , Pizza Express, Hampshire & IOW	2015 – 2016
Restaurant Manager , Pizza Express, Winchester & Southampton	2010 – 2016
Regional Marketing & Training Coordinator , Chiquito, Leicester	2010 – 2011
Regional Marketing & Training Coordinator , Bardello, Solihull	2009 – 2010
Assistant & Deputy Manager , Frankie & Bennys, Leicester	2006 – 2009
Waiter & Assistant Manager , Chiquito, Leicester	2002 – 2006

Education

Master's Degree in Business Management (MBA) , Arden University	In Progress
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Qualifications

City & Guilds NVQ Level III Award – Hospitality Supervision and Leadership Principles
 Emergency First Aid at Work Level II | Mental Health First Aider by MFHA
 Food Safety Level III | Health and Safety Level III
 Personal Licence Holder | Full Driving Licence

Technical Proficiencies

App Design & Adjustments via Pepper | Pronet | Acquire | Aztec – POS | Access – POS | Zonal – POS

MS Office Suite | Google Docs | Access Workspace – Back Office | Caterwise – Back Office | Access People – Payroll | Fourth – Payroll
 | S4 – Payroll