SAMSON PETER

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Websites, Portfolios, Profiles

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Professional Summary

Highly proactive manager with 8 years of experience in team leadership in hospitality industry. Background includes sales, management and customer service in fast-paced settings.

Skills

- Excellent interpersonal skills
- Very good leadership and time management skills
- Team player with ability to work independently as required
- Works well under pressure
- Service-oriented
- Stock records management
- Creative problem solver
- Hiring,Staff education and training
- Menu Planning
- Business Operations Expertise
- Labor and Food Cost Control

Work Experience

Unit Manager, 01/2024 to Current

Compass Group Canada.-Air Canada Maple Leaf Lounges – Toronto

- Managed daily operations for optimal performance, ensuring smooth workflows and timely completion of tasks.
- Enhanced team productivity by providing ongoing training, coaching, and mentoring to staff members.
- Implemented quality control systems to reduce errors, resulting in increased guest satisfaction rates.
- Ensured compliance with company policies, industry regulations, safety standards, and local laws during daily operations.
- Maintained open lines of communication with upper management to provide regular updates on operational progress and challenges faced by the team.

- Coordinated emergency response plans in times of crisis situations or natural disasters affecting company operations.
- Organized meetings for executives and coordinated availability of conference rooms for participants.
- Resolved schedule conflicts swiftly, ensuring minimal disruption to operations and client satisfaction levels.

Restaurant Manager, 03/2022 to 10/2023

Tim Hortons – Bowmanville , ON

- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Carefully interviewed, selected, trained and supervised staff.
- Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within restaurant.
- Reconciled cash and credit card transactions to maintain accurate records.
- Led and directed team members on effective methods, operations and procedures.
- Correctly calculated inventory and ordered appropriate supplies.
- Conducted health, safety and sanitation process evaluations to identify and remedy any violations immediately.
- Quickly identified problem situations and skillfully resolved incidents to satisfaction of involved parties.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.

Restaurant Crew Member (Part Time), 10/2021 to 12/2021

Famous Peppers

- Provided excellent customer service by greeting customers and meeting quality expectations.
- Collaborated with team members to complete orders.
- Became familiar with products to answer questions and make suggestions.
- Maintained effective supply levels by monitoring and reordering food stock and dry goods.
- Verified prepared food met standards for quality and quantity before serving to customers.
- Utilized POS system to receive and process food and beverage orders.

Manager, 12/2018 to 12/2021

Wendys (DP. Murphy Inc.)

- Excelled in every store position and regularly backed up front-line staff to keep expertise fresh and relevant
- Modernized and improved operational procedures to increase efficiency and profitability while tightly controlling costs such as labor and preventing waste

- Kept employees operating productively and working on task to meet business and customer needs
- Trained and mentored new employees to maximize team performance
- Identified and communicated customer needs to supply chain capacity and quality teams
- Tracked receipts, employee hours and inventory movements
- Supervised site investigations, reported issues and escalated those that required further assistance
- Managed schedules, accepted time off requests and found coverage for short shifts.
- Exercised composure under pressure and in escalated customer service scenarios.
- Worked closely with team members to schedule breaks and shifts to meet state regulations.
- Evaluated performance, adjusted strategies and maintained agile, sustainable operations.
- Managed on-site evaluations, internal audits and customer surveys.
- Ordered supplies

Customer Service Representative, 03/2018 to 11/2018

TTEC Charlottetown

- Responded to customer requests for products, services and company information
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions
- Educated customers on promotions to enhance sales
- Achieved and consistently exceeded revenue quota through product and service promotion during routine calls
- Answered customer telephone calls promptly and in appropriate manner
- Compiled customer feedback and recommended service delivery improvements to management
- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns

Restaurant Manager, 05/2016 to 01/2018

Churrasco of St.Clair

- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Spearheaded regular maintenance and repair operations to keep building and equipment in peak condition.
- Developed, implemented and managed business plans to promote profitable food and beverage sales.
- Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
- Led and directed team members on effective methods, operations and procedures.
- Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.

- Correctly calculated inventory and ordered appropriate supplies.
- Strategically developed effective marketing plans to increase sales and profits while managing costs.
- Quickly identified problem situations and skillfully resolved incidents to satisfaction of involved parties.

Night Auditor & Front Desk Agent (Internship), 01/2016 to 04/2016
Holiday Inn Express Toronto East - Scarborough
- Oversaw night auditing duties, including verification of daily room occupancy and hotel revenue
- Kept accounts in balance and ran daily reports to verify totals
- Ran daily, weekly and monthly reports to close day and meet objectives
- Documented accounts and logs throughout shift to keep up with all requirements
- Checked requests and room service for accuracy and any needed assistance
- Looked over pending check-ins and payment processes to complete closing procedures
- Responded to guest needs quickly and efficiently, noting changes in reservations or special needs for day crew
- Efficiently resolved guest complaints and ensured that issues were addressed promptly
- Completed night audit for guest ledgers to close bank and cash registers, reconciling issues quickly and marking discrepancies
- Supervised front desk operations to ensure that all guests received superior customer service from hotel employees
- Walked through properties to maximize guest safety and clear areas of trash and debris
- Logged wake-up call requests and set up automatic rings in system
- Entered customer data in system updated information whenever patrons changed rooms

Catering Supervisor, 06/2015 to 12/2015
Rajah Ram Catering Services
- Supervised catering staff at all functions, instructing employees to restock items quickly and to promote exemplary service to guests

Education

Hospitality Management, Hotel and Resort , 04/2016
Centennial College - Progress Campus - Toronto, ON

Higher secondary education : Electronic science , 04/2014
Bishop Hodges Higher Secondary School - Mavelikara, KL

Languages

English

Hindi

Malayalam

Tamil

Certifications

- Opera e-learning certification in Front office management and sales and catering.
- Tim's U certification-Operations management advanced program
- Food Handler Certified
- Smart Serve Certified