

## PERSONAL INFORMATION



## MATTEO BIAGINI

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Sex Male | Date of birth 16/03/1984 | Nationality Italian

## POSITION

## Restaurant Manager

## WORK EXPERIENCE

05/04/2016–Present

**Restaurant Manager**

Intercontinental Hotel and Resort, St. Julian (Malta)

**Pre Opening** after refreshment **Mediterranean Restaurant and Beach club:**

- recruit the staff
- create a new beverage list included wine list
- create a personal staff training
- create a new check list for the restaurant and beach club
- create a PDP for the manager level (supervisor above)
- fix menu with chef
- create a monthly promotions

**Opening:**

- lead a team of 62 member
- roster
- costumer care
- conduct daily briefing and de brief
- team work
- forecast
- P&L
- monthly tred report
- Ensure all the staff are trained to deliver a customer focused service.
- Ensure all staff are performance managed to quality set objectives.
- Lead, motivate, develop and direct the team to maximise efficiency in customer service.

04/01/2016–03/04/2016

**task Force Bar Manager**

The Westin Doha Hotel and Spa, Doha (Qatar)

Pre Opening hotel

- recruit staff
- create a food and beverage menu for the venues
- micros symphony

- SOP
  - SOS
  - staff Training
  - relationship with supplier
  - create a promotions and events
  - Entertainment
  - guest satisfaction (GEI TRIP ADVISOR)
  - monthly forecast
- budget

08/09/2014–22/12/2015

### Assistant Restaurant Manager

Westin Abu Dhabi Golf Club and Resort, Abu Dhabi (aue)

Pre opening period new **Italian Restaurant Sacci**,

- create a beverage list
- staff training about Italian food and beverage
- staff training service a la carte and how to take order
- staff training follow S.O.P
- Brand standard

Opening Period:

Improving guest Satisfaction, (GEI, TRIPADVISOR, etc. )

- staff training,
  - Creating and implementing sales promotion calendars on a monthly basis.
  - P&L review & re-forecasting.
  - Menu engineering and evaluation.
  - Manage the restaurant to meet or exceed standards in food quality, safety, and cleanliness
  - conduct staff daily pre-shift meetings and de briefing
- Train and coach staff on guest services principles and practices
- Monitor and maintain the Micros POS System

01/05/2012–08/09/2014

### Assistant Bars and Restaurant Manager

Intercontinental hotel and Resort, St. Julian (Malta)

#### Paranga Restaurant and Beach Club

##### Pre opening seasonal outlet:

recruit staff

- create beverage list (cocktails and wine)
- staff training

create with operation manager and chef food menu

##### Operation time

- guest satisfaction
- Preparing reports at the end of the shift/week, including staff control, food control and sales.
- Creating and executing plans for department sales (Revenue Plan and Forecast), profit and staff development.
- roster, requisition, store control
- Ensure all the staff are trained to deliver a customer focused service.
- Ensure all staff are performance managed to quality set objectives.
- Lead, motivate, develop and direct the team to maximise efficiency in customer service.

**Business or sector** restaurants and Bars

20/10/2009–28/03/2014 **Bar and Restaurant Service Vocational Trainer**

Università dei Sapori, Perugia (Italy)

- f/b trainer for student from 16 to 20 years old
- lesson for bartender and restaurant manager
- trainer caffetteria

**Business or sector** restaurants and bars

01/10/2010–08/03/2012 **bar manager and consulting**

Bar "Mè", Città Castello (Italy)

**Pre Opening**

- recruit staff
- training and HR Managment
- Suppliers relationships Managment
- staff training
- create beverage list with suppliers anc cost.

**Operation time**

- Doing regular stock-takes and ordering as necessary
- Handling deliveries
- guest satisfaction
- Organizing and advertising events such as live music and special day
- Monitoring profitability and performance.
- staff roster and training

**Business or sector** Bars

11/2008–08/2010 **Restaurant Manager**

Ristorante "il Castello", San Giustino (Italy)

- responsible for the Food and Beverage and HR Managment
- staff training
- roster
- suppliers relationships

**Business or sector** restaurant and catering

09/2006–06/2011 **Hihg School Teacher**

IPSSARCT "F. Cavallotti", Città di Castello (Italy)

- " Bar Technique and Service" teacher

**Business or sector** restaurant, bar and catering

04/2008–09/2008 **chef de rang**

"Vasco and Piero Pavillion" restaurant, London (Uk)

**Business or sector** restaurant and catering

09/2002–04/2005 **chef de rang**

" La Taverna del Nestore" ristorante, Umbertide (Italy)

Business or sector restaurant and catering

1999–2001 **chef de rang**

Hotel "la Locanda del Capitano", Hotel Plaza Perugia, Perugia (Italy)

Business or sector restaurants and catering services

EDUCATION AND TRAINING

2003–12/2006 **University Degree in Health Care**

Università degli studi di Perugia (Facoltà di Medicina e Chirurgia), Perugia (Italy)

1998–07/2003 **State Diploma " Tecnico dei Servizi della Ristorazione" (restaurant, catering and bar management)**

IPSSAR, Assisi (Italy)

2001–2003 **Post Qualification Diploma: "Esperto di produzione, gestione e organizzazione dei servizi di ristorazione in relazione agli standard di qualità" (Expert in performing, managing and planning catering services in compliance with the fixed quality standards)**

IPSSAR, Assisi (Italy)

PERSONAL SKILLS

Mother tongue(s) Italian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C1	C2	C1	C1
French	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user  
Common European Framework of Reference for Languages

Communication skills - team spirit;  
- Ability to adapt to any kind of multi-cultural work environment;  
- Good communication skills.

Organisational / managerial skills - leadership (currently responsible for a team of 15 people),  
- good team-leading skills,  
- wide experience in HR management

Job-related skills - Bar and Restaurant management and bartending, including coffee making competences and cocktail preparation, both IBA and others,  
- good catering skill

Digital competence - Microsoft Office (Word, Excel and Power Point).

Driving licence B

#### ADDITIONAL INFORMATION

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**Memberships** Barman member AIBES (Associazione Italiana Barmen e Sostenitori)

**Seminars**

- Master Martini Cocktail;
- Master Mixology by Perrier;
- Master Latte Art;
- HACCP Certificate
- Maestro dell Espresso illy coffee
- Master bar Varnelli
- 2 level off A.I.S. (Associazione Italiana Sommelier)