
Paula Jones

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OPERATIONS & SALES / BUSINESS DEVELOPER / STAFF TRAINER

Meeting all objectives, implementing business plans, training and development programmes and changes within the very competitive, fast moving service industry. High degree of commercial awareness, continually meeting customer requirements and deadlines. Skilled in optimising team potentials through delivery of staff training solutions, whilst promoting best practice and developing others. Now looking to move towards next stage in career that offers a genuine opportunity for progression.

AREAS OF EXPERTISE

- Business development
- Project management
- Maximizing profit
- Increasing revenues
- General management
- Identifying new markets
- Staff training / development
- Relationship building (CRM)
- Team building
- Leadership
- Negotiating / purchasing
- Financial controls / budgeting
- Operational management
- Sales and marketing
- Modernisation
- Change management
- Health and Safety
- Quality Assurance

PROFESSIONAL DEVELOPMENT

Certificate	Supervision and Management	1998
City & Guilds	Travelodge NVQ Assessments	1992
Certificate	Health and Hygiene	2001

Formal external training and in-house courses, has supplemented my extensive hands-on management experience: First Aid, Food Handling, Profit Analysis, Financial Appreciation, Loss Prevention, Man Management, Health & Safety, Accounts and Profitability, Fire Safety, Risk Assessment, Supervision, Presentation Skills. Training the Trainer, Staff Reviews, Time Management, Appraisal Writing, Retailing, Presentations and Communications, Customer Care, (all commensurate with areas of expertise).

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

REGIONAL MANAGER (AREA AND STAFF TRAINING / DEVELOPMENT POSITION) 2005 - Present

Write Company A Here

Brands include: Travelodge, Burgerking and Little Chef retail outlets and forecourts with direct responsibility for 9 multi-sites and 6 Trainee Operations Managers. Carrying out, board reviews, training feedback, management of account reviews, plus other ad hoc and control issues that arise whilst deputizing for the Regional Director.

- Developed and supported Operations Managers and facilitating Training Workshops.
- Tracked progress and adherence of training programmes.
- Promoted best practice and improved systems, standards and procedures.
- Undertook various projects on behalf of the Company and Region.
- Chaired monthly review meetings in conjunction with the HRM mandates.
- Planned business expansion, marketed and increased sales throughout the Region by 12%.
- Strategically positioned and established new operations.
- Established quality procedures.
- Helped change the company from a "corporate" to a "corporate franchise" operation.

Permira is a leading European-based private equity firm. Permira acts as adviser to the 18 Permira Funds, totalling approximately Euro 11 billion that have been raised since 1985. These funds have invested in over 260 transactions in 15 different countries.

PROFESSIONAL EXPERIENCE & SIGNIFICANT ACHIEVEMENTS

OPERATIONS MANAGER (AREA MANAGEMENT POSITION)

1999 - 05

Permira, South Wales.

Responsible for managing 27 sites including Travelodge, Burgerking and Little Chef incorporating 48 business concessions, covering Cornwall, Devon and Wales. Fully accountable for all aspects of the business, co-ordinating and meeting all requirements and deadlines set by Permira. Adhering to company policy legislation. Also responsible for all recruitment, inductions and staff development training.

- Delivered and exceeded budgeted sales/profit whilst increasing sales by over 15%
- Recruited, trained, led sales and management teams.
- Increased average spends.
- Helped establish and develop new operations at strategically positioned sites.
- Established quality procedures.
- Contributed to sales, marketing and business planning.
- Ensured all sites adhered to Company Health and Safety, Food Safety and Fire Safety legislation.
- Co-ordinated training and development to all levels staff.
- Promoted from Trainee Operations Manager 2000.

COMBI SITE MANAGER

1990 - 99

Little Chef Travelrest Services (Sourton Cross)

Full operational responsibility of this multi-site. Ensuring the full compliance and adherence to Health and Safety, Food Safety and Fire Safety through to effective training and delegation of the team.

- Increased sales year-on-year, exceeding budgeted profit targets.
- Developed management teams.
- Implemented all key performance indicators (KPIs) including financial targets, retention of team members, team development, brand standards, training and succession planning.
- Weekly turnover increased from £25-£35k.
- Achieved 18% increase in sales, top 10% in the country in service standards.
- Awarded Runner-up Manager of the Year 1998.

SUPERVISOR TO DEPUTY MANAGER

1988 - 90

Very much hands-on operation. Responsible for Burger King and Little Chef restaurants. Duties included customer services, full financial control, staff performance and development and total day-to-day operations of a busy main road amenity.

- Met all key performance indicators (KPIs).
- Covered for the Operations Manager whilst on holiday and sickness absence.
- Recruited and trained of team members.
- Created a Customer Focused environment.
- Reduced staff turnover and increased retention by targeting training needs whilst creating brand awareness and pride within the team.
- Significantly improved bottom line.

Early Career Summary:

Hotel Owner	Hotel, Bargrennan, Scotland	1985 - 88
Assistant Manager	Services	1975 - 85
Relief Chef	(Agency) around the U.K.	1973 - 75
Commis Chef	Hotel, Gourrock, Scotland	1970 - 73
	Hotel, Isle of Bute.	

Personal:

Date of birth: 1957.
Marital Status: Married with 3 children.
Interests / pastimes: Family, gardening, swimming, walking.
Driving licence: Full Clean.
References available on request