

# Francesco Provenzano

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## PROFESSIONAL PROFILE

*An enthusiastic and dedicated individual with extensive management experience in customer facing environments. Able to demonstrate the highest levels of organisation and motivation resulting in the consistent achievement of business objectives and service standards. Possesses excellent interpersonal skills and can communicate concisely with customers and colleagues alike. Enjoys being part of, as well as leading, a successful and productive team and thrives in highly pressurised and challenging working environments.*

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## OBJECTIVE

*Now looking for a new and challenging position, one which will make best use of existing skills and experience yet enable further personal and professional development.*

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## CAREER SUMMARY

### **2012-Present**      *HGV Courier Driver: Tuffnells Parcel Express, Leighton Buzzard*

- Planning delivery schedules and routes with transport managers
- Supervising or helping to load and unload goods
- Making sure loads are safely secured
- Following traffic reports and changing your route if necessary
- Completing delivery paperwork and log books

### **2005-2012**      *Restaurant Manager: Mama Rosa Restaurant, Leighton Buzzard*

- Managing the front and back of house operations within the restaurant and ensuring high standards of service deliver to customers
- Coordinating the activities of members of staff, organising the rota and dealing with any issues that may arise
- Monitoring and controlling stock levels, placing orders with suppliers and receiving product deliveries

### **1999-2005**      *Wine and Spirits Manager/Supervisor Administration: Safeway/Morrisons, Milton Keynes*

- Responding to customer enquiries with responsibility for ensuring a prompt response and satisfaction at all times
- Responsible for weekly price changes in line with company policy and effectively implementing in-store promotions
- Carrying out necessary administrative duties including responding to internal emails and completing weekly reports
- Monitoring and controlling stock levels and ensuring that adequate orders are placed when required
- Overseeing stock control, ordering in good time to ensure continuity of lines and availability of excellent choice
- Managing staff rotas to ensure adequate cover where required as well as adhering to leave procedures
- Participating in regular training courses and tastings as required to enhance knowledge of international

wines

**1992-1999**

***Restaurant Manager: Il Forno Italian Restaurant, Baldock***

- Interacting with customers including taking bookings and calculating bills, delivering the highest level of service at all times
- Managing a team of staff, maintaining an effective rota system with varied leave and shift patterns
- Responsible for stock ordering and control and overseeing the regular delivery of goods

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**EDUCATION AND QUALIFICATIONS**

**2003:** Diploma in Hospitality Management  
**2010:** Health and Hygiene Course  
**1986:** Eight subjects including English & Mathematics

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**FURTHER SKILLS**

**I.T. Proficiency:** Microsoft Office, Internet & Email  
**Languages:** Fluent Italian and English

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**PERSONAL DETAILS**

**Date of Birth:** 09/08/72  
**Driving Licence:** Full/Clean and also HGV2  
**Health:** Excellent; non-smoker  
**Interests include:** Swimming, Cookery, Reading and long country walks with my family and pet dog.