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Objective

Specialised in new-openings, team building/coaching/mentoring & exceeding customer expectations by thinking outside the sphere, because I am not in a box with everyone else ;) With a set of techniques developed alongside each team & establishment, tailored to their needs, I managed to guide them through to most of their desired outcomes/achievements.

Experience

* Nam Tuk Tram Stop, Glasgow

August 2017 – March 2018

General Manager - Invited by one of the directors of Topolabamba/Chaakoo to set up and open the Pan-Asian restaurant in the West-End In Glasgow. Responsible to assemble the whole FOH Team and ensure the restaurant was up & running within 5 weeks of giving the keys, from refurbishment, to hiring & training, marketing and operations, as well as operate what was brand new to me: the Take-Away business alongside a sit-in restaurant.

* Chaakoo Bombay Café, Glasgow

July 2016 – August 2017

General Manager - Part of the group of Topolabamba, I was appointed the GM for the development of the brand new concept, of a Bombay Café, based in 1950s in India. From working with the chefs to have the right offering in small plates, to the tailored and researched drinks menus, as well as work alongside the joiners, graphic designers and interior designer to ensure the establishment reflected a true 1950's style restaurant back in India, including liaising with suppliers in India to source originals 1950s posters and get them delivered on time. At the same time as simultaneously managing for 2 months Topolabamba. Opening in October 2016, we managed to achieve number 1 on TripAdvisor on the first week in January and stayed on the Top 3 for Glasgow until August 2017.

* Topolabamba Mexico, Glasgow

June 2014 – September 2016

General Manager – started off as Bar Manager, due to my Latino origin, and assigned the task to come up with the best balance of playlist (still playing nowadays) and the magic recipe of their famous margaritas (all of them). I was the key manager for a director to introduce his "Hospitality DNA" as he calls, in his first sit-in restaurant in Glasgow (or any major city in Scotland). I was the main manager when it came to set standards and follow up the consistency of the service and product provided. Proof of it is the subsequent opening of other two Topolabamba's, one in Edinburgh and one in Aberdeen, both which I have also provided support prior to their opening and on their opening week. Exceeded targets by a large percentage and put Topolabamba Glasgow from number 156 to number 28 on TripAdvisor when I took the GM position in June 2015. Topolabamba Glasgow stayed between number 28 and number 32 up to September 2016. During this year, I have also trained simultaneously 8 managers, in order to be able to open Topolabamba Edinburgh in June 2016 and Chaakoo Bombay Café in October 2016.

* Breizh Café/ Pig'Halle Brasserie, Perth

June 2012 – May 2014

Restaurant Manager - Joined Paula and Herve Tabourel on their Café Breizh concept, in order to maintain the consistence of the service provide by the then Host Paula Tabourel, who was moving to open Pig'Halle Brasserie. After a year, I took a short-break (went to open The Fonab Castle Hotel, with authorization of Paula and Herve), and then returned to command the Front of House of Pig'Halle Brasserie, where together we managed to achieve 1 Rosette status. Both restaurants still remain amongst the Top Restaurants to eat in Scotland by Ronald Mackenna,

http://www.eveningtimes.co.uk/news/14385248.Ron_Mackenna_recommends_Scotland_s_best_restaurants/

*** Scottish Hotel Awards, All over Scotland**

March 2009 – April 2014

My job starter as a researcher, to find analyse & reward people in the hospitality business, and after one year I have been invited to join the Judging Panel, with my main categories being Customer Service, Casual Dining and Budget Hotel, occasionally filling in for Fine Dining and Boutique Hotel. The best part of the job was not one recognizing excellence, but highlighting areas that needed attention and offer support or guide them on the right way to get support for the changes needed/ recommended in order to support business growth and a strong competition within the sector: whether it was quality of the produce, service, price, location, or fine elements/extra touches that could add perceived value for money and enhance the overall customer experience, business profitability, staff retention & returning customers.

*** Waterfront Fishhouse, Oban**

May 2008 – October 2011

I started at the Waterfront as a wine waiter, and soon became a part-time manager, covering the two days off of the main manager for two seasons. Back in 2010, I was then offered the position of Restaurant Manager, with the target of beat their most successful financial year 2009/10. With a new approach to the drinks list, change in service style in order to maximize sittings, inclusion of a varied cocktail list and competition amongst the staff, we managed to increased drinks revenue by 22% and food by 15% compared to the previous most successful year, with labour % hitting the lowest in the history of the restaurant by that time.

Other short term placements:

*** Fonab Hotel Brasserie: 2013 (6 months)**

Set up the opening standards, training and hiring the team of a luxury dining environment providing a elegant service and yet casual and approachable. Number 1 on TripAdvisor and raving reviews.

*** Seafood Temple: 2011/12 (6 months)**

Re-launch the brand and the reputation of the restaurant in the middle of the low season (October-March). We not only achieved a full restaurant most of the nights with the work done, but also managed to achieve overall number 1 restaurant in Scotland with TripAdvisor (when TripAdvisor used to have a regional and a country-wide ranking)

Education

HNC Business Management

2009/10 – UHI (University of Highlands & Islands)

Grade Unit: A

Accountancy, IT in Business, Managing People in Organisations, Marketing, Business Communication, Economic Issues

ILM Supervisor/Business Coaching

2010-2016 – Tickety-Boo Training (Dunblane)

From 2010 onwards I participate in several workshops/classes with Tickety-boo Training covering different aspects & activities of management, coaching, mentoring & team building based on the Institute of Leadership and Management (London)

Achievements

2017: Number 1 on TripAdvisor, Best Rest of the World Restaurant (Scottish Food Awards), Best New Concept Venue (SLTN Awards), Hit List in THE LIST with Chaakoo Bombay Café. Chaakoo was also finalist for Best Design, Best Restaurant and Best Customer Service at the Scottish Food Awards.

2016: Finalist "Rest of the World Cuisine" with Topolabamba Glasgow

2015: Number 28 on TripAdvisor for Glasgow and Hit LIST in THE LIST with Topolabamba.

2014: One Rosette awarded to Pig'Halle Restaurant, and Top 20 on Ron Mackenna's Scottish Restaurants

2013: Number 1 Restaurant in Pitlochry with Fonab Castle Hotel

2012: Finalist of Customer Service with Café Breizh (only restaurant in the Finals and first ever Restaurant in the Finals of the Perthshire Chamber of Commerce Awards) and Top 25 Restaurant on Ron's Mackenna's List.

2011: Number 1 for Oban, For Argyll & Bute and for Overall Scotland with Seafood Temple

2010: Winner of the Overall Customer Service Excellence Awards, and also winner of Best Use of Local Food & Drink Awards (due to training) with the Waterfront Fishhouse on the Highlands & Islands Food & Drink Awards

2009: Customer Service Rising Star Medal at the Scottish Hotel Awards, due to my work at the Blythswood Square Hotel (which then led me to the invitation of joining the board of the Scottish Hotel Awards)