**Kevin James Hill**

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**Nationality** NZ/Canadian

**Education- Auckland Grammar**

 **Otago University– Operations/Human Resource Management**

**Career Objective**

To continue to broaden my skill base in customer service and management into a focussed direction in the event management industry. I seek to become a great event organiser in NZ. I want to create design and run the Auckland City High Street Carnival.

**Career Summary**

**Hospitality/Event Management Industry experience, being involved in Events since 1998, organising and implementing the operation of MODAKS Cafe to large outdoor festivals all over the South Island. Aside from my ongoing efforts in Hospitality I have helped to create and successfully implemented more than 15 music events of over 300 people, and over 30 smaller weekly events @the NANA venue.**

**Key Skills**

* 10 years Hospitality management creating and leading teams
* 3 ½ years ESL teaching experience (Korea)
* 5 years event management experience of small to medium events
* 15 years experience in the Customer Service industry, understanding the customer requirements
* Planning and Organising Events ranging from 100-10,000
* Relationship Management
* Business Development successfully re designing and developing 2 establishments
* Proven ability to communicate effectively with people from different cultures
* Ability to make decisions under pressure
* Ability to work in a team and independently

**Key Achievements**

* Successfully managed Cafe Melba while working Nights at Mantell’s operating weekly high end cliental events.(2007-2008)
* Successfully assisted in the record breaking year of NZ Affordable Art Show (2008)
* Set up, sourced and co-ordinated catering to summer music events throughout the South Island 1998-2001, New Zealand, including The Gathering, Destinations, Eudeamony Tribe, Rippon After Party, and several other remote location events.
* Planned, organised and implemented the end of season ‘**Springloaded’** party in Ohakune. Sole responsibility for organising outdoor location, full stage and lighting for bands and DJ’s, catering, security, Helicopter rides and transport.(2005)
* NANA- Taking an unknown venue into a great and profitable popular bar and venue, Seoul.(2002-2004)
* DJCJ- helping to bring a big name entertainer (Mad Professor) to Seoul.
* ETHOS- helping to bring out door festivals to Korea.
* FUNK Sunglasses- brought the distribution rights of a European label to Korea
* MODAKS-turned the struggling iconic institution around and ensured its future in Dunedin.(1998-2001)

**CAREER HISTORY**

**July 07 -PRESENT: Café Melba, Vulcan Lane, Auckland.**

**POSITION**: **Cafe Manager**.

*Café Melba is an iconic, fully licensed café in central Auckland. Melba is renowned for its great coffee, great food, great service and fantastic atmosphere.*

* Responsible for the both operational and financial success of Café Melba
* Management of both staff and staff roster.
* Responsible for development of staff and their positive contribution to a high level of customer service.
* Responsible for ensuring staff morale in relation to the above.
* Responsible for overall customer dining experience in Maitre D capacity.
* Recording of daily sales figures for the café and financial reporting.
* Analysis of the above with an eye towards continued improvement to the bottom line.
* Responsible for ensuring regular customers well catered for whilst identifying opportunities for continued business development.
* Ultimately, responsible for ensuring the Melba brand is aligned to both quality and a strong customer services ethos ensuring continued growth and development.

**FEBRUARY 2006 – JUNE 2007: Travelling.**

The period between April 2006 and June 2007 was spent indulging my passion for travelling. This period was spent mainly in Mexico and North America with a focus on discovering my Canadian roots. During this time I worked as a Builders Assistant, gaining valuable skills and experience in the Building and construction industry.

**February2002-Dec 2005: Nana Bar, Seoul City, South Korea.**

**POSITION: Partner / Bar Manager / Promotional Director/Event Manager**

*Nana Bar is well-known in Seoul, Korea as an eclectic, late-night live music venue. It caters for an artistic, alternative crowd through its mix of interesting décor and varied music line-up.*

*http://www.seoulstyle.com/bars-clubs/bar-nana-itaewon.htm*

* Successful development of Nana Bar into a live music venue that bought Korean artists and the ex-pat communities together through regular live events.
* Responsible for the development of the Korean bar staff to understand the importance of the delivery of exemplary service.
* Full creative control in regards the refitting of the venue to ensure continued success. I successfully organised several teams to work together on different projects, co-ordinating various tasks whilst working within a pre-determined budget.
* Stage and sound management.
* Responsible for marketing and promoting the club through various methods (internet data base, flyer/poster design) with an eye towards continued business development.
* Responsible for aligning bar’s live entertainment to an ever increasing loyal customer base..
* Live entertainment included live bands and DJ’s performing on a weekly basis.
* Achieved considerable success in ensuring that artists were regularly playing to a ‘packed house’.

August 2003-Dec 2005

**POSITION: DJCJ EVENT MANAGER**

*True to my entrepreneurial / innovative roots, I was heavily involved in the creation of the first summer beach festival held in Korea. The parties are still a huge success in Thailand and Korea to this day.*

*http://www.djcj.org/events/*

* Working within a team we created the first Summer Beach Festival in Korea, successfully catering to a large crowd of Korean and International revellers (600).
* With a minimal budget but huge desire, we hosted an extremely successful party. The concept is continued to this day by Korean friends annually.
* Based on the success of the above, we hosted regular parties that attracted revellers from the local Korean and ex-pat communities.
* Successfully attracted and promoted the dub legend ‘The Mad Professor’ to Seoul to play a DJCJ event. Regarded as a hugely successful event showcasing the skills of a true legend of the Caribbean.

**September 2001-DEC 2004**

**POSITION: PIRVATE ENGLISH TUTOR (SELF EMPLOYED)**

*During my time in Seoul I chose to be self employed, taking a harder yet more rewarding direction, building up a solid reputation within the business sector being kept in full time employment for almost four years, in training and development of over 100 individual clients in all aspects of Practical English development and confidence building.*

**April 1998-June 2001**

**POSITION: MODAKS CAFÉ-OWNER/EVENT MANAGER**

*On completing my University studies, I decided to remain in Dunedin and develop the ‘at the time’ struggling MODAKS Café. I was instrumental in reviving the fortunes of Modaks and it remains an institution in Dunedin to this day.*

* I purchased Modaks with the aim of successfully reviving the fortunes of the café.
* Working with a small budget, I worked extensively on re-branding the café to appeal to both the resident student and local populace.
* Focus on branding, service, quality of product and atmosphere to successfully achieve the above.
* Promotion of Modaks to ensure continued development of the brand within Dunedin community (event sponsorship, sponsorship of local arts and theatre etc).
* Successfully developed a ‘point of difference’ that set Modaks apart from the competition.
* Modak’s revenue doubled revenue in its first year and maintained this momentum during the 3 years of my ownership.
* The rebranding and continued focus and delivery of what the customer wanted ensured that Modaks developed an iconic status in the Dunedin and South Island.
* Ultimately, through entrepreneurial ability, measured risk taking and delivering on what customer’s required; I turned Modaks into a successful and profitable business.

Computer Skills (moderate)

Excel, Word, Photoshop, Event Pro, MYOB

Interests- Mountains/Coasts, Surfing, Sailing, Music, Espresso Coffee Production, Food Production and Design, Eastern Culture/Philosophy

References available on request

Jonny Mantell Co-Owner (Mantells)

Carla Russell Executive Director (NZAAT)