EDUCATION

Pratt Institute

<u>Brooklyn, NY</u> <u>2011-2013</u>

BFA: Commuications Design Focus: Advertising Minor: Film Photography Graduated with high honors

Pratt Institute

<u>New York, NY</u> 2009-2011

AAS: Graphic Design & Illustration Graduated with Outstanding Merit and high honors

HOSPITALITY

Marina Bay Sands Hotel Singapore

January 2022 - November 2023

Lead GM - Luxury Resturants Stationed - Daniel Boulud Bistro Recruited by Executive F&B Director Sean Newman. Focused on gaining Private Events for

hotel and all luxury resturants:CUT by Wolfgang Puck

- Mott 32
 - Bread Street Kitchen by G. Ramsey

- Waku Ghin Oversee Bev, Wine, and FOH budgets.

Train service staff in western fine dining standards.

Gabriel Kreuther New York, NY

July 2021-January 2022

Assistant General Manager

Focused on FOH staff scheduling + labor costs for all staff. Reservationist training, private event managing and bookings. Oversee cocktail program + knowledge. Redesigned beverage and holiday menus. Maintain a 2 star Michelin - *Relais Chataux* standard for guests and staff.

Intersect by Lexus Danny Meyer // Closed

<u>Chelsea, NY</u> <u>September 2019-March 2020</u> Assistant General Manager

Norman Fredrik Berselius & Claus Meyer // Closed

<u>Greenpoint, NY</u> 2018 - 2019 General Manager

ABCV Jean Georges

<u>New York, NY</u> 2017-2018

Floor Manager to Service Director

Lead cross-functional teams to create and communicate Jean-Georges Vongerichten's brand narrative of a plant-based resturant. Included: Menu design, Team building, Create and Improve FOH systems.

CONSULTING

Clara / Cafe 77 New York, NY - 2023 / 2024

Opened an 80 seater resturant and adjacent 25 seat cafe insideof the NYHS. Hire & fire FOH + BOH staff respectfully. Create all FOH systems from scratch. Menu, Website, Restaurant design. Private Event protocol in both spaces. Oversee all construction in compliance with museum protocols.

Rule of Thirds

<u>Brooklyn, NY - 2023</u> Overhaul Private Event steps of service. Oversee Kanpai! nights.

Retrain and move up MDR servers to event staff.

Reorder and budget event costs + needs. Create & build an 'Events' product room. Train sales team on guest expectations + timelines.

With Event Exec Chef - train service staff on BOH event protocols.

Create a multi-disciplinary event team.

Clover Hill

<u>Brooklyn, NY - 2022</u> Hire service staff for opening. Team building, menu - bev - fine dining training. Develop and create FOH systems to gain a Michelin star. Create floorplan, Resy standards, expo

Nouri / Appetite Singapore - 2020

Develop and proof FOH systems to maintain a michelin star. Remote manage 'Appetite' omakase,cocktail, & 9 course experience. Assign roles to new staff, and team build PNL overhauls. Menu, and website design

REFERENCE

<u>Rodrigo Colin</u> Gabriel Kreuther 347 570 5893

<u>David Lopez</u> Gabriel Kreuther / West Light 650 400 0230

<u>Stephan Ilnyckyj</u> Eleven Madison Park / Betony / Estela / Norman 201 742 2753

Emmanuel Benardos Fairmont Singapore & Swissotel The Stamford +65 9243 7491

<u>Chow Hui Jin</u> Nouri / Appetite +65 9139 2953

<u>Frederic Serol</u> Marina Bay Sands Hotel +65 91181765

CONTACT

Currently based in New York City

joachimshannen@gmail.com

(347) 404 3648