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Benjamin Chanler Laurin

Restaurant General Manager, Sommelier, wine buyer and broker with record of success in sales, management and marketing at local and regional levels. Hospitality Consultant. Computer literate.

- Management – Solid background in planning and executing sales and marketing plans. Hands-on manager with developed negotiation skills and experience maintaining company objectives.
- Wine – Sommelier and Wine Director winner of the 2014 & 2015 Wine Spectator Award of Excellence. Developed new wine list and programs. Responsible for wine purchasing for small and large units. Organized successful wine maker dinners. Importer distributor of French and California wines.
- Marketing – Proven ability to recognize and capitalize on market trends and assume bottom-line responsibility for strategic planning, market research and forecasting. Hosted and organized several wine tasting and dinners for Californian & French wineries. Selection of new labels and vintages in France once a year for the U.S. market.
- Communication – Persuasive communicator with well developed presentation skills. Able to develop productive relationships with colleagues, clients and staff at all levels. Assisted sales personnel and distributors into brand standards and account presentation

Experiences: Management Hospitality Company Fine Wines & Dining Consulting January 2015 to Present

Consult various clients on:

- Service procedures
- Staff training
- Wine list and wine service
- Financial projections
- Office procedures and manuals
- Back & Front of the House procedures
- Menus development
- Pricing
- Cost control
- Payroll and tips
- Human Resources
- Concept development
- Guest relations

Claremont Club & Spa a Fairmont Hotel, Berkeley, CA
General Manager and Sommelier at Limewood Bar & Restaurant

- General Manager and Commissarier at Elmwood Bar & Restaurant
- Implement a new concept and Help developed the concept
- Open a new restaurant at the Claremont in September 2016

June 2016 to July 2017

- Developed Employee Handbook and service guide
- Trained staff in all aspect of service and sales
- Hired new front of the house staff
- Create a new wine list and philosophy
- Developed a new Bar program
- Increased financial projections and reduce cost
- Organized wine maker dinner's series
- Very successful opening of the restaurant in September 2016.
- Over 150 000 guests since opening
- Participate in employee engagement
- Hired and trained floor managers

Far Western Tavern, Orcutt, CA

May 2013 to January 2015

General Manager and Sommelier

- Reorganized Front and Back of the House operation
- Implement control on all restaurant operations
- Standardized tips procedures in payroll system
- Hired office, catering and floor managers
- Set a new maintenance program
- Developed Employee Handbook and service guide
- Reduce food cost by 8% and payroll by 25 %
- Increased clientele by 35%
- Trained staff in all aspect of service and sales
- Redesigned floor plans
- Introduce new business controlling software
- Reorganized POS reporting system
- Standardized payroll
- Hired new front and back of the house staff
- Promoted new chef and Sous Chef de cuisine
- Organized and created new menus
- Developed a new Bar program
- Create a new wine list and philosophy
- Winner of the 2014 & 2015 Award of Excellence from the Wine Spectator
- Organized wine and beer maker dinners
- Created Central Coast Tasting bar
- Increased financial projections and reduce cost
- Introduce new company health care plan
- Emphasized hospitality policy and procedures

Flintridge Proper, La Canada Flintridge, CA

July 2012 to April 2013

General Manager and Sommelier

- Developed a brand-new restaurant and concept.
- Responsible for all aspect of the restaurant.
- Human resource's set up.
- Payroll set up.
- Employees hand book and rules.
- Opening and closing procedures.
- Cash handling.
- Hired chef and front of the house staff.
- Help developed the concept.
- Set up and negotiated electricity, phone, Gas, water, and television companies.
- Very successful opening of the restaurant in March 2013.
- Increase projections from the moment we opened.
- Trained staff in all aspect of service and procedures.
- Responsible for the coffee, tea and wine programs.

Patina Restaurant Group, Los Angeles, CA June 2007 to July 2012

Kendall's Brasserie, January 2011 to July 2012

Assistant General Manager

- Assisted the General Manager in all phases of the restaurant.
- Hired and trained new staff
- Improve a more efficient and professional service.
- Inventory control.
- Managed cost and improve profitability.

Pinot Grill restaurant at the Music Center, September 2010 to December 2010

Manager, Sommelier

- Developing, improving and revamp an existing operation.
- Working on future food operation for the Music Center campus.

Hollywood Bowl Pool Circle, 2007-2010

Manager and Sommelier

- Manager and Sommelier at the Hollywood Bowl's Pool Circle for Patina and the Los Angeles Philharmonic.

- Wine buyer for the Pool Circle

- Managed and trained staff

Founders Room Los Angeles Music Center, 2007 to September 2010

Manager and Sommelier

- Managed three private restaurants within the Music Center.
- Successfully reach profitability and increased client base.
- Hired and trained new and existing staff.
- Developed new food and wine menus by upgrading the quality.
- Restored a more efficient and professional service.
- Organized wine maker's dinners
- Founder's room sommelier and buyer for the donor's relation wine committee at the Music Center.
- Responsible for Founders members during L.A. Opera, Philharmonic and Center Theater Group Galas and performances

Wine's spirit & Torrey Wines Los Angeles, CA 1999 – 2007

Wine broker & Manager

- Responsible for the development of a new company importing wines from France to the U.S.
- Managed accounts in restaurants, retail, hotel and corporate chains across California with a portfolio of local and foreign wines.

Peet's Coffee & Tea 1997 – 1999

- Trained staff on coffee and teas implemented brand in new retail account.
- Barista for leading store in Mill Valley, CA.

Experience:

Business Communication

- Floor trader, Stock Exchange, Paris France.
- Trading French, German and Euro bonds, notes & options for Sellier Inc. a subsidiary of NatWest Bank.

1989 - 1990

- Field producer, soundman, CNN Paris for "Style". Produced & assisted in news broadcast made in Europe, shown worldwide. Production in Pre, Post & Production for Feature Commercial films, Hollywood, CA.

1983 – 1987

Experiences: Hospitality

- Assistant G.M. The Little Door restaurant Los Angeles CA, 2003 – 2004
- Floor Manager Fine dining Hollywood Bowl the Patina group CA, 2003
- Waiter & wine steward at El Paseo French fine dining restaurant

- Mill Valley CA. Honored with the highly respected "Grand Award" from the Wine Spectator magazine. 1997 – 1999
- Concierge & Night auditor Tiburon lodge & Mill Valley inn, CA 1995-1997

Skills • Fluent in English & French

- Microsoft Word, Excel, Act, power point, Aloha, Squirrel, Micros, Maître D. and Avero Slingshot
- Serve Safe and CPR certified, Award Winner Wine Spectator 2014 & 2015

Personal information

- French and U.S. Citizen, Completed military service in Mountain Battalion,
- 7 Battallion de Chasseurs Alpins, France, Rank Corporal 1982-1983

Education

- I.S.G. International Business School Paris, San Francisco and Tokyo, Master Degree 1986-1989
- Institute National of Oriental Language, Paris France. Major In Japanese Civilization & Economy
- 1984-1986
- Lycée Malherbe, Caen, France
- Baccalaureate, Major in Philosophy

References upon request

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Multiple Choice

d 1) Food is served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

d 2) Drinks are served on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

A 3) Food and drinks are removed on what side with what hand?
 a) On the left side with the left hand
 b) On the left side with the right hand
 c) On the right side with the left hand
 d) On the right side with the right hand

A 4) What part of a glass should you handle at all times?
 a) The stem
 b) The widest part of the glass
 c) The top

d 5) When you are setting a dining room how should you set up your tablecloths?
 a) Neatly and evenly across the tables
 b) The creases should all be going in the same directions
 c) The chairs should be centered and gently touching the table cloth
 d) All of the above

d 6) If you bring the wrong entrée to a guest what should you do?
 a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
 c) Try to convince the guests to eat what you brought them
 d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

E Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

B French Passing

D. Area for dirty dishware and glasses

G Russian Service

E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

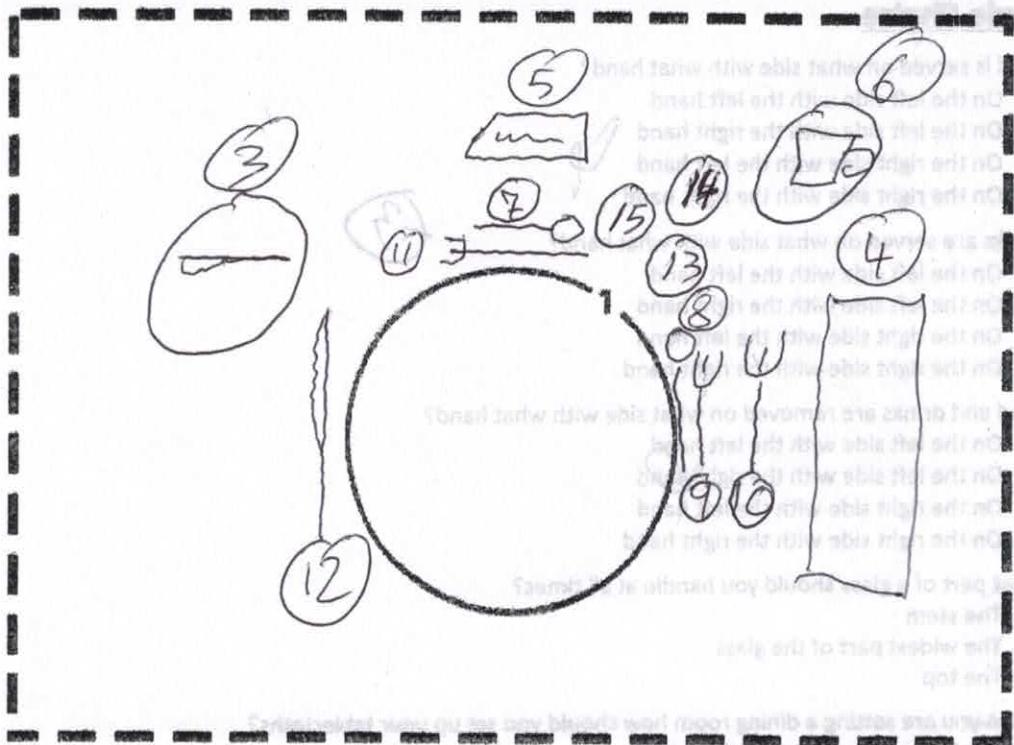
F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time

Name Benjamin Chaulk Lauren
Servers Test

Score 135



Draw a formal place setting containing all of the following:

1. Service Plate
2. Salad Plate
3. Bread Plate & Knife
4. Napkin
5. Name Place Card
6. Tea/Coffee Cup & Saucer
7. Teaspoon
8. Soup Spoon
9. Salad Fork
10. Dinner Fork
11. Dessert Fork
12. Dinner Knife
13. Water Glass
14. Red Wine Glass
15. White Wine Glass

Fill in the Blank

1. The utensils are placed 2 & 4 inch (es) from the edge of the table.

2. Coffee and Tea service should be accompanied by what extras? Cream & Sugar, Lemon

3. Synchronized service is when: all Servers Put down their dish at once

4. What is generally indicated on the name placard other than the name? Title

5. The Protein on a plate is typically served at what hour on the clock? 6

6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

inform the Kitchen