

MARK ANDREW ROWSELL-TURNER

MARKCANCOOK.COM

1332/22 Refinery Parade, New Farm
Brisbane.Australia.4005

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SUMMARY OF QUALIFICATIONS

Widely renowned multi-award winning Executive Chef with exceptional record of improving food quality, service and safety at world-class hotels, resorts, restaurants and Bahrain's Royal Palaces through expertise and innovation in the following areas:

HACCP/HEALTH & SAFETY

STRATEGIC PLANNING

CROSS-CULTURAL CUISINE

MENU CONSTRUCTION

STAFF TRAINING

QUALITY CONTROL

FOOD SERVICE MANAGEMENT

COST REDUCTION

CUSTOMER SATISFACTION

- Creative and people-oriented manager with extensive international experience leading large, multi-ethnic teams and designing top quality traditional and integrated cuisines inspired by many cultures.
- Proven ability to train and motivate people with diverse backgrounds and skill levels to incorporate current food safety and hygiene standards across dozens of kitchen, dining and food transport facilities.
- Demonstrated background marketing and promoting food and wine styles to improve revenue, drive cost savings and maximize profitability.
- Extremely disciplined leader with a solid foundation in business strategy, purchasing, productivity improvement and cost-efficiency.

PROFESSIONAL EXPERIENCE

MARKCANCOOK.COM CATERING & EVENT STYLING – Brisbane/ Melbourne Australia

Jan 2012 – Present

Executive chef/ director

- Created and developed brand from start up a fast paced progressive catering events company with annual turnover of 2 million per annum, through marketing, social media and product initiative.
- Developed all pre opening policies and procedures for catering, wholesale, retail and staff development.
- Standardized operations and increased operational efficiency through the development of clear job descriptions, standards and procedures to maximize efficiency in a fast-paced environment handling 2,000 covers per day.
- Created an organic sustainable brand with focus on the new generation of diners and consumers.
- Developed a line of gluten free, high allergenic and sugar free to encase the current trends in dietary needs.
- Implemented all food safety, risk management, HACCP and all training policies and procedures.
- Created a multicultural team focused on reward, recognition and retention
- Implemented all training, risk management and food strategies
- Implemented and designed workplace agreements for staff recruitment through 457 visa control and conducted assessment on certificate IV in commercial cookery.
- Created a range of sodium and sugar free range of children's meals driven at OBESITY levels in young children

Conrad Rangali resort – Republic of Maldives

June 2011 – Jan 2012

Executive chef

- 5 star multi award winning resort including award winning company with corporate and domestic clientele
- 7 restaurants including the only underwater restaurant Ithaa, 11 outlets in total.
- Standardized operations and increased operational efficiency through the development of clear job descriptions and procedures to maximize efficiency in a fast-paced 5 star environment...
- Realized significant improvements in guest satisfaction by maximizing staff performance, through innovative training and mentoring.
- Helped Develop green path strategies to enhance Conrad brand in public awareness of environment and sustainability.
- Fully accountable for brand standards, Quality assurance, food vision, creative menu design, recipe construction, emphasizing Pacific Rim overtones with European style and presentation.
- Implemented all food safety, risk management, HACCP, training policies and procedures.
- Developed team culture to reflect a multi cultural workplace and create a winning culture
- Implemented all training, risk management and food strategies
- Implemented and designed workplace agreements for staff recruitment to help manage a team of 108

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SAUCEME CATERING & FOOD STYLING - Gold Coast Australia

May 2009 – May 2011

Executive chef/ Food and beverage manager

- Dual role for fast paced progressive catering events company with corporate and domestic clientele
- Developed all pre opening policies and procedures for catering, wholesale, retail and staff development.
- Standardized operations and increased operational efficiency through the development of clear job descriptions, standards and procedures to maximize efficiency in a fast-paced environment handling 2,000 covers per day.
- Realized significant improvements in guest satisfaction by maximizing staff performance through conducting team meetings to brief staff on corporate objectives, marketing and promotional efforts for the location.
- Fully accountable for fresh and creative menu design and recipe construction with Modern French, Middle Eastern and Pacific Rim overtones with European presentation; offered guest cooking classes.
- Implemented all food safety, risk management, HACCP and all training policies and procedures.
- Developed and created all food vision, wine lists, menus and recipe engineering
- Implemented all training, risk management and food strategies
- Implemented and designed workplace agreements for staff recruitment through 457 visa control and conducted assessment on certificate IV in commercial cookery.

Intercontinental Fiji Golf resort and Spa

December 2008 – May 2009

Executive Chef

Direct set up pre opening and operations for 279 room 5 star hotel comprised of 11 food outlets, 4 restaurants, 5 banquet rooms for this five-star resort in Fiji with the largest convention center in the region. Provide leadership for a staff of 76 with nine sous chefs. Maintained a commitment to customer satisfaction professionally serving Royal Dignitaries and VIPs of the region in a fine dining setting. Oversee food and beverage for a broad offering of restaurants including Fine Dining, Italian Trattoria, pizzeria, Executive club, Asian Restaurant, Buffet and large banqueting.

- Developed all pre opening policies and procedures. Developed food and labor cost goals through successful recipe and menu engineering.
- Standardized operations and increased operational efficiency through the development of clear job descriptions, standards and procedures to maximize efficiency in a fast-paced environment handling 2,000 covers per day.
- Realized significant improvements in guest satisfaction by maximizing staff performance through conducting team meetings to brief staff on corporate objectives, marketing and promotional efforts for the location.
- Fully accountable for fresh and creative menu design and recipe construction with Fijian, French, Arabic and Moroccan overtones with European presentation; offered guest cooking classes.
- Implemented all food safety, risk management, HACCP and all training policies and procedures.

CONRAD TREASURY HOTEL AND CASINO – Brisbane, Australia

January 2006 – February 2008

Executive Chef

Selected by this five star, 140-room, all-suite hotel and casino to direct all facets of operations at six restaurants, which involved managing a team of 102, overseeing food quality and hygiene, supervising food preparation, completing audits of food service on the restaurant floor and managing public relations and media coverage.

- Provided effective, hands-on management that has resulted in “Lab” winning best hotel restaurant, “Marco Polo” winning best fine dining in a hotel, “Café 21” winning best informal dining in a hotel and recognition for best training and personal development out of a competitive group of 300 members of the Australian Hotel Association.
- Developed a comprehensive training program for the facility that has become a training school for chefs, allowing a majority of staff training to be completed on site and benefiting staff by furthering their qualifications and positioning them for advancement.
- Optimized staffing protocols, which has lowered labor costs by 4.2% while reducing food costs 3.6% by refining recipes, restructuring purchasing software, training butchers and minimizing waste.
- Propelled food service to \$25 million by leveraging prominent industry career and success to gain media coverage and features in local publications, raising awareness and excitement over food service offerings.
- Redesigned function service offerings, attracting a significant volume of corporate clients.

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AL RAWDHA PALACE – *Kingdom of Bahrain*

July 2003 – December 2005

Executive Chef

Chosen to orchestrate daily operations of six kitchens, four staff canteens and an outside catering division providing multi-cultural cuisine to Bahrain's royal family, distinguished guests and 500 staff members. Directed multi-cultural menu planning, purchasing, quality assurance, safety training and transportation. Planned and implemented daily food service according to Royal family activities. Discussed any issues directly with Her Highness and took necessary action.

Executive Chef – continued

- Introduced HACCP and US public health, safety and hygiene standards to all Royal food service outlets, including the Royal Airlines and Royal Yachts, by establishing training programs, policies and procedures where none had existed previously.
- Lowered food costs 21% by restructuring the purchasing process to obtain higher quality items in a more cost-efficient manner.
- Worked extremely long hours to construct over 30 menus daily, supervised meal service, oversaw food transport to 10 different venues and constantly monitored food inventory and checked temperature logs.
- Implemented food presentation training and standards to create a six star food service environment befitting the Royal Family, allowing them to offer visiting world leaders up-to-date Haute cuisine.
- Developed and conducted extensive training for over 120 employees, ranging from food safety and hygiene to middle management topics such as HR, counseling and staff motivation.
- Personally instructed all six chefs in effective management techniques.
- Successfully brought 30 vehicles into compliance with HACCP guidelines by instituting food handler and food transport programs.

ROYAL CARIBBEAN INTERNATIONAL, LTD. – *Barcelona, Spain*

October 2002 – June 2003

Executive Sous Chef

Oversee 11 different food outlets, five kitchens and 106 personnel on one of the world's largest cruise liners serving 13,500 meals per day during 12 day cruises as well as seven different buffets. Held responsibility for cost control, quality, special dietary needs, staff training and product delivery. Supervised breakfast, lunch and dinner in various locations including a fine dining restaurant, a buffet restaurant and a steakhouse. Maintained USPH and HACPP accreditation.

- Fostered high levels of staff motivation and camaraderie by developing a rewards program and creating games and activities; efforts increased productivity by up to 25%.
- Offered position of Executive Chef on a new ship due to solid track record of success in several areas including food quality, staff training and innovation.
- Achieved excellent passenger satisfaction ratings by implementing kitchen tours and various games.
- Ensured compliance with the most rigid public health and hygiene system worldwide (U.S.P.H.).

BROADWATER RADISSON RESORT – *Margaret River, Western Australia*

November 2001 – October 2002

Food and Beverage Operations Manager

Selected by this 150-room resort featuring a banquet and convention center to supervise breakfast operations, special events, customer relations and 50 personnel. Interfaced with GM in regard to budgets, human resources and growth strategies. Managed Micros and Fidelio POS systems.

- Increased guest approval rating by more than 30% through the implementation of staff training programs designed to maximize product knowledge and improve guest service.
- Enhanced budgetary compliance by creating a reward program for middle and lower management that improved accountability and allowed quick response to problems in regard to theft, waste and staff dissatisfaction.
- Favorably positioned company as a key competitor by analyzing other fine dining facilities and updating cuisine as needed.
- Drove occupancy 18% by creating a weekend decadence package to attract couples.
- Targeted the local community through dining rewards, special wine dinners and cooking classes; efforts increased revenue 19%.

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ELEGANZ IN CATERING – *Brisbane, Australia*

August 1999 – October 2001

Executive Chef/Operations Manager

Joined this upscale catering company to oversee customer relations, purchasing, quality and staff training as well as supervise events, three food and beverage outlets and 25 personnel.

- Played key role in revenue increase from \$250,000 per year to over \$1.5 million per year by focusing on 100% customer satisfaction, utmost quality and flawless service.
- Built a positive company reputation by proactively dealing with demanding clients and diligently working in difficult venues to meet unique requirements.

HAMILTON ISLAND RESORT QUEENSLAND – AUSTRALIA

July 1997 – May 1999

Executive Chef, Mariners Seafood Restaurant

Directed operations of a premier restaurant and winner of the Modern Australian Cuisine Award. Prepared food vision plans, developed budgets, implemented policies and procedures and trained staff of 18.

- Outperformed 140 regional peers to win the Tourism Excellence Award in 1997.
- Consistently produced top quality products in a cost-effective manner while ensuring satisfaction of customer requirements.
- Raised productivity 21% to increase annual revenue from \$350,000 to \$1.8 million.

BRISBANE HERITAGE POLO CLUB – *Brisbane, Queensland*

May 1994 – June 1997

Executive Chef

Generated significant business and recognition for this established facility consisting of four food outlets, five banquet rooms and a food service brigade of 26 personnel. Trained staff, developed new business strategies and optimized kitchen workflow and space utilization.

- More than doubled revenue from \$1.8 million to \$3.75 million by driving dramatic improvements in food quality, service times and member awareness.
- Developed strategic programs, events and promotions that greatly increased member involvement, including father/son and mother/daughter dinners, wine food festivals, cooking classes and holiday gifts.
- Overcame renovation restrictions on historic building to meet growing volume by carefully constructing menus to maximize kitchen productivity during slow periods and utilizing off-site food storage.
- Cultivated an extremely positive team environment that resulted in minimal turnover and the motivation to win
- Awards such as Best Food in Queensland from 1995 to 1997 and Guest Managed Club in 1996.

COCO'S OF NOOSA – *Noosa Heads, Queensland*

July 1993 – April 1994

Chef du Cuisine

Developed and delivered a distinctive East meets West cuisine at a popular restaurant producing approximately 450 covers per day.

- Monitored food percentages, constructed menus, hired personnel and prepared schedules.
- Received an invaluable education in productivity, waste management and cost-efficiency through daily interaction with one of the most successful operators in the market.
- Brought new levels of food quality, consistency and service speed to notably increase customer satisfaction.
- Ranked by Gourmet traveler as top ten restaurants in Queensland
- Created a cuisine focused on using local produce, farmers and organic produce

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EDUCATION AND SPECIALIZED TRAINING

RYDE TECHNICAL COLLEGE

Sydney, Australia

Commercial Cookery Trade Certificate

Completed Apprenticeship under acclaimed French chef Pierre Larousse at the Sydney Hilton Hotel

Honored with Apprentice of the Year award.

Completed commercial cookery certificate City and Guilds 1984

RMLV course 2008

HACCP/Health and Safety - *Miami, Florida* CDC; 2003

US Public Health Diploma - *Miami, Florida* CDC; 2003

Certificate IV Assessment & Workplace Training - Carson International; 2001

Lecturer Diploma - Robinson Institute

Diploma in hospitality management

MEMBERSHIP

Professional Chef's Association of Queensland, 1994 – Present

Le Toques Blanc Queensland, 1995 – Present

Queensland Turf Club, 1995 – Present

Queensland Cricketers Club, 1998 – Present

AWARDS

Best Premier Restaurant Australia (Marco Polo) AHA awards 2007

Best Restaurant in a Hotel (Lab Bar and restaurant) QHA awards 2006, 2007, 2008

Best casual dining in Qld (Cafe21) QHA awards 2007

Best innovate Cuisine for Excellence, (Mariners Hamilton Island) 1998

Best Food in Queensland, 1995 – 1997

Best Managed Club, 1997

TELEVISION APPEARANCES

Guest Chef on Good Morning America's

Guest chef "What's Cooking" with Jeff Janz

Guest chef Good Morning Miami segment

The Today Show, Brisbane Extra

Guest chef (Coco's) Healthy wealthy & wise

Singapore food today 2003