

# Curriculum Vitae

## Personal information

First name /Surname **Walter Sperger**  
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Austria  
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E-Mail ws@philodex.com  
Nationality Austria  
Date of birth 2<sup>nd</sup> of June 1962 in Vienna  
Gender Male



## Experience

**Position** F&B Consultant, worldwide  
**Company** PhiloDex Consult, www.philodex.com

Idea 2002/first projects  
Incorporated July 2005

My project related accomplishment is to provide my professional knowledge and experience to target orientated firms. In the course of these activities, it very often happens that I take over the F&B department of my clients and personally work within the teams in order to train, to manage and to lead the team towards the set goals. During the execution of various projects I achieved the increase of customer services, higher guest satisfaction, assisted with budgets and cost controlling, created concepts, established SOP's and implemented them. Thereby I made my contribution to the success of these companies.

## Project

**Hacker-Pschorr Bräuhaus**, Nanjing, China  
www.hacker-pschorr.com, www.hacker-pschorr-brauhaus.com/en/

Sep. 2013 – Sep. 2014

I directed and drove the pre-opening for the "Hacker-Pschorr Bräuhaus" by overlooking the construction site, the installation of the micro brewery, purchasing all necessary equipment for the running of the operation. Also, I was involved in the recruitment process, created the SOP's and the training program for the employees. I developed the main and promotion menus, selected suppliers and organised the workflow and trained the culinary staff of how to cook Bavarian food. Further tasks were the general administration, par stocks, inventory, and to carry out the marketing activities before the opening.

Followed by the full responsibility of the smooth running of the operation after the opening. This included the leading of the entire team, being in charge of customer satisfaction.

Type of business

The world's first "Hacker-Pschorr Bräuhaus" outside Germany, a typical "Bräuhaus" similar to a "Paulaner" based on centuries-old traditions with an atmosphere which is young and stylish but not elevated. We will offer a variety of food that includes Munich Originals as well as international specialities accompanied by on-site brewed Hacker-Pschorr beer.

## Project

**Park Inn Pulkovskaya**, Pobedy square 1, 196240 St. Petersburg, Russia  
www.paulaner.com, www.parkinn.de/hotelpulkovskaya-stpetersburg

May 2012 – Aug. 2013

My main responsibilities were to manage over 200 employees, direct all operational F&B departments and concepts, set benchmarks in terms of product quality and guest satisfaction. Planning and implementation of restaurant and kitchen renovations as well as staff training, including culinary staff, and the revitalization of the "Paulaner Bräuhaus" with a capacity of 700 seats. To increase the productivity in all operational areas, from 1800 breakfast up to conventions and exhibitions. Maintain the company's philosophy within the team and staff motivation. I was responsible for all financial aspects and major events as there are conventions, exhibitions, Oktoberfest and more.

Type of business

The Hotel is mainly a business hotel with 840 rooms, 24 meeting rooms, a congress hall (600 seats), 3 restaurants, 2 bars 24 hours room service and the famous a la carte restaurant "Paulaner Bräuhaus" with 700 seats and an onsite brewery.



## Languages

Mother tongue German

Other languages  
European level (\*)

Understanding		Speaking		Writing
Listening	Reading	Spoken interaction	Spoken production	

English

C1 Proficient user				
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(\*) Common European Framework of Reference (CEF) level

Basic knowledge in French, Russian and Chinese

## Education and training

### Degree

**Master degree** Catering, Hospitality, Hotels and Restaurants

**Examined instructor** for chefs and waiters

28<sup>th</sup> of November 1984

The certificate is evidence that the trader, all technical and commercial and legal knowledge, skills and experience has to exercise a regulated trade.

Authority

Institute of the Vienna Provincial Government

### Degree

Final **Apprenticeship** Examination

11<sup>th</sup> of November 1980

3 years waiter training in a 5 star hotel including one day per week at a hospitality school

Authority

Chamber for Commercial Trade

### Degree

Certificate in **Food Hygiene and Safety**

18<sup>th</sup> of December 2001

Food microbiology - spoilage und pathogen - processing- and product hygiene - personal hygiene - cleaning and disinfection - pest prevention - HACCP basics - practical implementation and documentation - COSHH in the hospitality industry

Authority

The Royal Institute Of Public Health And Hygiene, London

Classification

EU-Food-Hygiene-Regulation (HACCP)

## Further education

Date

Until today

Training sessions

- LOTS
- Tax Law
- Business Planning
- Public Relations, Advertising
- Sales
- Customer services
- Customer acquisition
- Argue and negotiate
- Various languages
- MySql Data base programming
- VBA for Excel
- SEM/SEO Internet marketing

Training institutes

- Moscow Business School - Rezidor
- WIFI Wien
- BFI Berufsförderungsinstitut
- ÖSB Consulting GmbH
- Formel 1
- US Embassy
- Berlitz
- Inlingua
- NetMan Software Development

## Personal skills

### Organisational skills and competences

- Leadership in multi unit management operations with staff up to 700 employees
- I obtained organizational skills through successful pre-openings and opening of nine restaurants in three countries and the 16-month lasting renovation period at Demel's and the renovation of 2 hotels.
- Reengineering and Reorganisation
- My extensive experience in project and team management I gained during my work in multi-unit management positions (Demel, Harrods, TUI, Half Moon)

### Financial skills and competences

- Budget, Business planning, Productivity
- Cost calculation and controlling
- Profit and loss statement

### Social skills and competences

- Excellent adaption to multicultural environments, gained through my work experience in different countries
- Handling and integration with socially weak and disabled people, obtained in a social project
- Excellent Motivator
- I keep calm in extreme stress situations

### Computer skills and competences

- System Supervisor training for Micros, Squirrel and Abacus21
- I am fit and experienced in all MS Office Applications
- Software engineering with regards to web design as it is part of my business
- I have a very good understanding of graphic design

### Other skills

- Communication
- Strong work ethics
- Analytical skills
- Flexibility and adaptability
- Honesty and integrity

### Driving licence

Categories (EU): A, B, C, E

**Walter Sperger**