

March 2024 - 31 July 2024

Contract Manager - ISS Catering Services - Brussels

The objective of my role is to manage one or more departments on different sites, coordinating activities directly or through a site supervisor, to ensure that projects are carried out in accordance with contractual terms, within deadlines and budgets allocated.

My main responsibilities, achievements and tasks:

- Assess time and resource requirements (equipment, contractors, etc.) to organize services within budgetary limits, ensuring project profitability.
- Monitor and control the budget of managed projects, ensuring adherence to budget allocations and making necessary adjustments to ensure financial compliance.
- Maintain regular communication with the client to inform them of project progress, thereby strengthening the trust relationship and meeting their needs and expectations.
- Serve as the primary contact for the client, addressing their inquiries and resolving issues or complaints to ensure continued satisfaction.
- Ensure that the profiles of employees assigned to the services match the client's needs to guarantee high-quality service.
- Negotiate with external partners for required services, ensuring the best conditions in terms of price, quality, and deadlines.
- Lead and supervise internal teams and subcontractors, maximizing motivation and performance to deliver quality service.
- Provide periodic reports to the Key Account Manager on quantitative indicators and objectives related to managed services, to ensure informed decision-making.
- Maintain and develop technical skills specific to the field for optimal application within the organization.
- Ensure compliance with health, safety, and environmental standards by taking preventive measures and addressing non-compliance situations.

March 2021 - February 2024:

Facility & Services Manager - Umicore S.A. - Hoboken (Antwerp)

The objective of my function is to exercise and execute a management function of general organization of the various positions and services made available to me, while leading a team of field staff (technical and other, which represents a department comprising 71 people to ensure prompt technical support and quality services. As Manager Facilities Services, I was responsible to manage and organize, define, implement, maintain and continuously improve an effective Facility Services Management. I report to the Director - Support and Services, Prevention, Safety and Health at Work.

Services that are directly under my responsibility:

- Technical and maintenance team of 12 people for rapid intervention on site, in the event of breakdowns, damages, etc....
- Team of «handyman» (6 people) for various tasks such as on-site signage, greenery management, building maintenance 3 of the 22 in all (FS building, external contractors, the 400 seats-canteen, the 80 showers and 2.200 changing rooms, the 800-seat staff restaurant, administrative areas in different parts of the plant) and also distribution of internal post and packages.
- Manager of the company restaurant, serving 850 covers a day which is outsourced to a catering company, every cost is invoiced at Umicore.
- Management of the various types of protection (overalls, fireproof jacket, helmets for working in the blast furnaces, protective gloves according to the degree of risk. Personal safety is the central point in all work processes at Umicore.
- Management of internal laundry and redistribution of work items, average of 1,500 overalls per day, 2.500 socks, 3.000 wipers per day and safety jackets to be cleaned. All this in 3 teams of 3 people, for a total of 9 persons per month.
- Responsible for on-site signage for pedestrians, bicycles, cranes, trucks, Clarks, trucks transporting raw material, with truck, etc... The Hoboken plant covers a total of 140 ha. Also responsible for local signage in the event of work on the 140 ha factory. Winter plan including salt spreading.
- Responsible for stocks, their distribution and their internal invoicing.
- Distribution of drinks, snacks and sandwiches using «vending machines» (85 locations) throughout the site, with daily ordering, delivery and invoicing by an individual invoicing system (on the entrance badge).
- Responsible for the cleaning contract for the 22 buildings and the offices in the factories, and this on the 3 sites (Hoboken, Olen and Brussels) which requires a lot of attention. This is done by 45 persons in Hoboken, 15 in Olen and 6 in Brussel.
- Responsible for maintenance contracts and execution of repair work for firms such as elevators, HVAC, etc.
- Responsible for the management of the Container park and the management of hazardous products (dangerous) products (with the help of the internal fire department who is on site)
- Different contracts to manage such as pest control, window cleaning, local road cleaning partner (permanent)
- Management of the fleet of 2,200 bicycles on site for transport around the factory, responsible for starting up and distribution, personalising each bike, repairing damage, annual maintenance with 4 people.

To this, I intervene in projects (prevention, security, cleanliness, organization) with the various production units to ensure personal follow-up and see how to integrate these projects into our rapidly growing service organization.

August 2019 - December 31, 2020:

Operations Manager - Compass-Group - Machelen (near Brussels)

Guide and ensure compliance with processes and procedures and control them, in accordance with the strategy in place at Compass-Group Belgium, in order to guarantee uniform quality standards and provided services.
Responsible for Corporate Account - the ING Belgium client on 4 operations in Belgium, control of the various economic data (budgets, investments, and labor costs), monthly GOP results in order to be in line with the budget estimation.

My main responsibilities, achievements and tasks:

- Take care of the staff occupation and management style corresponding to the Business Unit strategy, spreading the vision and values of Compass-Group in order to achieve the objectives of “Preferred Employer”.
- Orientation of decisions in the operational organization of the sector and those relating to complex situations in terms of personnel, products or services, within the framework of the directives of the Business Unit.
- Operational and commercial contact versus PR – provide assistance to operations and sales representatives when defending cases.
- Quality, hygiene and safety: analysis of statistics and reports relating to compliance with procedures and standards in terms of quality, hygiene and food safety.
- Development of action plans creating a safe and hygienic working environment and guaranteeing quality.
- Financial results: analysis of monthly results in collaboration with his line manager (n+1) in order to contribute to the achievement of the budgetary objectives of the segment of activity in which the operations take place.

I was the subject of a collective dismissal (Procedure Renault) following the pandemic which led to a reduction of more than a third of the workforce (800 people).

June 2013 - February 2019:

Food & Beverage Manager - Square Brussels Meeting Center

Responsible for establishing all commercial offers that meet the needs of our international customers, and ensure their profitability, by purchasing from outside Square the various catering, services, and other services for the entire event.

My main responsibilities, achievements and tasks:

- Customer-supplier relationship on the site with the aim to clearly negotiating the purchases of daily services related to catering and its execution on the spot.
- Report of the perception of the quality of the services with a daily evaluation, and then systematic readjustment if necessary.
- Implementation of commercial strategies with the Square commercial teams.
- Improvement of the financial results by every file to reach an overall gross margin objective, on a turnover of 5 million €.
- The GL Events group brings us credibility and synergy for our internal and external activity in the Square Brussels Meeting Center.

January 2011 - June 2013:

Food & Beverage Manager - Traiteur Lories (GL Events)

Hired to be responsible for the operational and financial management of Major Events and various fairs on the Square Brussels Meeting Center, site with 35,000 m² of exhibition and event space, and also with 3 large amphitheatres from 300 up to 1.500 seats.

My main responsibilities, achievements and tasks:

- Establishment of operational procedures with a view to standardizing the level of customer service and rationalizing staff costs through better management of the tools made available.
- Responsible for establishing commercial offers that meet the needs of our international convention clients, and ensure the profitability at the end of the event.
- Sales follow-up and implementation of an autonomous control system on the site.
- Invoicing of customers, management of deposits, recovery of non-payments, etc.
- Financial analysis of the results obtained by the introduction of cost accounting between the convention site and the Lories caterer.
- Operational and commercial Manager during 3 editions from 2011 to 2013 of the WTA women’s tennis tournament in Brussels located at the Primerose Royal Tennis Club.



January 2009 - December 2010:

Exploitation & Operation Manager - Brussels Expo Groundfair

Director – Deputy of all the operational and commercial part of Brussels Expo. Committed with a final view of taking over the position of Director but which was modified by an internal reorganization of our services by the mayor of the city.

My main responsibilities, achievements and tasks:

- Responsible and in charge of all new commercial files, development of commercial offers with follow-up that I organize with my teams.
- Assignment of several “large sustainable project” in order to response to the client needs.
- Assignment of every event to coordinators in order to start answering commercial questions, and monitoring of all the “project managers” in their operational activities.
- Various files handled with a view to improving the services offered to customers, such as waste management on the site (120,000 m²), signage on the Brussels Expo site, automation of the car parks which have a total of 15,000 spaces, and security aspects.
- Also in charge of relations with the organizing committees and the orchestration of the briefings carried out, in the presence of all the suppliers involved in the organization of a exposition, any trade shows or events and the people of Brussel Expo.

August 2005 - December 2008:

Food & Beverage Manager & Facility Manager - Grand Casino Brussels

As part of the «Pre-opening team» 6 months before the opening, I hired the 60 members catering, cleaning and technical service staff, in order to manage 4 different bars, a dining area open until 05.00 in the morning as well as a restaurant with 140 seats and a party room for 150 people.

My main responsibilities, achievements and tasks:

- Development of all work procedures and all standards of Procedures, with a aim to creating a perfect symbiosis between the «non-gaming» services.
- Management of this department in complete autonomy insofar as the rest of the Managers
- Creation and production of several commercial brochures for all products and services in general together with Marketing Manager.
- With regard to Facility Management, establishment together with the Head of Department, of a digital maintenance manual as well as the frequency of supplier visits, to anticipate the needs of the Casino and to settle interventions with suppliers, before the opening of the Casino.
- Responsible for 2 specialists in CCTV (350 cameras and fiber optics) and 2 other technicians on site.
- Management of spare parts on a daily basis, because any “breakdown” may not happen without the risk of a significant loss of income
- The overall objective of the Casino was to be the «local leader» in terms of gaming services but still offering an atmosphere around catering, while continuously developing a catering and event Casino clientele.

October 2003 - July 2005:

Director of Food & Beverage activities - Horeto Belgium

After a training period of 4 months in France, I became responsible in Brussels for the operational and financial management of events and fairs on the Heysel site, with 110,000 m² of exhibition and event space. (ex: 10,000 ING covers. In addition, responsible for more than 50 customer points of sale (auto show), 300 people working on the site, and a turnover exceeding 8 million euros for the year 2003.

My main responsibilities, achievements and tasks:

- Responsible for the «image» of the company with salon customers, the quality of services provided by staff and the financial situation after events.



Did you like my “CV flyer”? Discover now my detailed CV!

Here are the full details of my professional career



November 1996 - September 2003:

General Manager - Golf Château de la Tournette - Nivelles

Two championships 18-holes golf course plus one 9-holes golf course banquet facilities for 400 sit down covers, 9 meeting rooms, a restaurant for 120 covers and a club house and terrace up to 500 persons.

My main responsibilities, achievements and tasks:

- Responsible for the daily management organization and quality of service in a luxury Golf property in the most upscale commercial district of Nivelles, near Brussels.
- Responsible for organizing lots of business executive golf days and also helping lots of companies to fully maximize their involvement in golf by researching the market and the impact of their marketing activity.
- Establishment of a “Corporate Business Club”, bringing together golfing bosses, with a whole range of services, with a view to enabling professional meetings with the aim of using golf as a strategic tool for their own public relations department.
- I have developed the golf market through marketing and commercial promotions which increased the Club de La Tournette from 450 members in 1996 to 1,450 members in January 2003, in just seven years. Also, in parallel, I have supervised the development of the different outlets with 45 employees, responsible for the strategy, the sales and costs, to ensure maximum departmental profit.

September 1995 - October 1996:

Food & Beverage Manager - Dorint Hotel Brussels

Joined the pre-opening team 4 months before the opening of this 4-star De Luxe Hotel, 197 rooms and 15 spacious apartment's, 600 m2 multifunctional banquet and conference facilities equipped with the latest audio-visual material, a cosy bar and a restaurant for 140 sit down covers.

My main responsibilities, achievements and tasks:

- Established all Standards of Procedures (S.O.P's) in order to give the new F & B staff (35 persons) guidelines to reflect the high quality of guest service we must give to become competitive.
- Prepared and submitted monthly reports to the General Manager.
- Coordinate and planned all functions regarding customer bookings, as well as seminars, banquets and workshops.

October 1994 - August 1995:

Deputy Manager - Resort Hotel - Château de Limelette

5-star Resort Hotel, 78 rooms, a Gastronomical and dietician restaurants, a bar and 14 meeting and banquet rooms for up to 500 persons.

My main responsibilities, achievements and tasks:

- Provided functional assistance and direction to the Food & Beverage operation.
- Interacted with individuals, outside the hotel including, but not limited to, clients, suppliers, government officials, and other members of the local community.

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April 1992 - September 1994:

Assistant Food & Beverage Manager - Brussels Hilton

5-star property, 450 rooms, executive club floor, 16 multifunctional conference & banquet facilities for up to 800 persons, 3 restaurants, a bar, room service.

My main responsibilities, achievements and tasks:

- Maximization of revenue from Conference & Banquet facilities.
- Benefits arising from improved sales techniques and improved commercial practices relating to the Conference & Banquet Manual (experienced by Hilton Brussels), and was reflected in the Conference & Banquet profits.

April 1990 - March 1992:

Food & Beverage Manager - Sodehotel La Woluwe - Sabena's Hotels

Joined the opening team 4 months before the opening of this 4-star De Luxe Hotel, 120 room properties, 200 seat auditorium & 5 meeting rooms for up to 250 persons, banquet facilities for 300 sit down covers.

My main responsibilities, achievements and tasks:

- Development of all work procedures and service standards for the catering team which employs 36 people.
- Creation of the “Concept 2000” a “Meeting Service Philosophy”, recognized by customers, a sort of Total Quality. Concept that has worked for more than 10 years!
- As all know-how was required, I was tasked with the management aspect of cleaning and small repairs following the opening of the establishment.

EDUCATION

2000 - till today:

Internal training courses

- Management • Financial • Marketing
- Project management • Sales • HR

1999 - 2000

Krauthammer International

Several training

- Situational Leadership • Train the trainer
- Coaching the team

June 1998 :

Post-Graduate

Management & Business Administration
Ecole de Commerce Solvay - ULB

June 1989:

Bachelor Hotel Management
Hotel Management AI
C.E.R.I.A. - School Brussels

REFERENCES

Mr Gérard Glorieux Director of the Brussels Casino and Spa
0477/88 81 15

Mr Koen Flamez, Facility Director of ISS
0473/78 49 88

Mr Geert Buisse Director of Operations Compass Group
0473/92 79 35

Mr Jean Roisin, Financial Director at Compass-Group in Belgium
0496/50 04 27 and 02/243 22 05

ABOUT ME

Born September 11, 1966

Belgian nationality

Marital status: separated, 1 child

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Available: Flemish and Walloon
Brabant's, Antwerp & Brussels

Shall we play golf?
(handicap 15,9)

