

Michal Draszewski

MULTI-SITE HOSPITALITY OPERATIONS · PEOPLE DEVELOPMENT · OPERATIONAL PERFORMANCE

Senior multi-site operator — turning performance data into practical action and developing the people who deliver it.

London, UK · Michal.draszewski@gmail.com · 07933 105 196 · linkedin.com/in/Michal-Draszewski

PROFILE

Senior hospitality operator with 10+ years across Honest Burgers, LEON and POD, including acting Area Manager experience supporting 10 sites. Proven at stabilising restaurants, growing like-for-like sales, developing internal leaders and tightening operational controls. Fluent across the scheduling, labour and HR systems that run a modern multi-site operation, I turn performance data into practical action — most recently a weekly KPI and labour-productivity dashboard now used for area reviews — and build operating rhythm that holds under pressure.

SELECTED ACHIEVEMENTS

- Delivered **+30% to +60% LFL sales growth** at a POD site — ranked **#1 company-wide** for sales and performance.
- Stepped up as acting **Area Manager** supporting **10 LEON restaurants** through a regional leadership absence.
- Designed and built a **weekly KPI and labour-productivity dashboard** in Excel, now adopted by my Operations Manager for area reviews.
- Developed **11+ team members** toward Shift and Assistant Manager roles across POD, LEON and Honest Burgers.
- Took Honest Burgers guest **NPS from 89 to 92 YTD** while growing feedback score and volume.
- Held tight commercial control — **GAP within $\pm 0.5\%$** and weekly forecast accuracy within a few hundred pounds.

PROFESSIONAL EXPERIENCE

General Manager · Honest Burgers

Aug 2025 – Present

Better-burger restaurant chain, 40+ UK sites · ~£1.3–1.5m annual site revenue

- Took ownership after a takeover, stabilising team structure, service rhythm and daily operating standards.
- Built a weekly KPI and labour-productivity dashboard in Excel, replacing fragmented reporting with one tool for forecasting, variance analysis and action planning.
- Improved guest experience through structured service coaching, lifting NPS from 89 to 92 YTD.
- Manage labour and scheduling on Stint, holding productivity and cost against forecast.
- Achieved an EHO 5-star rating and two strong Food Alert audits; building a succession pipeline with two Shift Managers progressing toward Assistant Manager.

General Manager · LEON

Apr 2022 – May 2025

Healthy restaurant chain, 70+ UK sites · ~£1.3–2.6m annual site revenue

- Stepped up as acting Area Manager, overseeing 10 restaurants against regional KPIs during a leadership absence.
- Operated daily on Fourth (rota, HR and labour) to manage scheduling, productivity and cost control.
- Set up and maintained KPI and labour trackers to improve performance visibility and control.
- Delivered up to 10% YoY sales growth through stronger routines, forecasting discipline and local marketing.
- Coached managers from other sites and was deployed to stabilise underperforming locations; promoted and developed 4 Shift Managers and 1 Assistant Manager.

PROFESSIONAL EXPERIENCE (continued)

Deputy Manager · LEON

Sep 2019 – Apr 2022

High-volume site · £10,000+ daily sales · team of 30+

- Helped lead a high-volume restaurant (£10k+ daily sales, team of 30+), holding service pace, product quality and cost control across peak trading.
- Partnered with the management team to deliver KPIs across sales, labour, waste, food quality and guest experience.

General Manager · POD

Sep 2018 – Sep 2019

Healthy restaurant chain, 22 sites · £20–25k/week (~£1.0–1.3m annual)

- Delivered +30% to +60% LFL sales growth, achieving #1 company-wide ranking for sales and performance.
- Recognised with Site of the Quarter plus ~5 further company awards in 12 months.
- Led the full controllable P&L — stock, labour, training, budgets, compliance and customer experience; developed 2 Shift Managers and prepared 1 Assistant Manager.

Assistant Manager · POD

Sep 2015 – Aug 2018

Progressed: Team Member → Barista → Shift Runner → Assistant Manager

- Progressed through multiple operational roles, building foundations in service, shift leadership, cash handling, training and team supervision.
- Achieved one of the highest coffee sales percentages company-wide; earned multiple commendations and supported stabilisation of underperforming locations.

LEADERSHIP & OPERATING RHYTHM

People — Coaching to a clear standard, daily briefs and succession that holds without me on the floor.

Guest — NPS tracking, feedback volume and service recovery driven by the team, not by firefighting.

Commercial — Forecasting discipline, labour productivity, and tight control of stock, waste and controllable cost.

Compliance — Audit readiness as routine, food-safety habits embedded in shift rhythm, EHO held year-round.

SYSTEMS & TECH

Stint — labour & scheduling (current)

Fourth — rota, HR & labour (LEON, multi-year)

Microsoft Excel — KPI & labour dashboards: design, structure & daily use

125 — guest feedback / NPS

Deputy & Attensi — scheduling & digital training

Marketman, Stocklink & FNB — ordering & stock

EDUCATION & CERTIFICATIONS

- NVQ Level 2 Customer Service
- Functional Skills — English L1, Maths L2
- Level 1 ESOL
- Health & Safety Level 3
- Fire Marshal · First Aid

LANGUAGES

Polish (Native) · English (Advanced / full professional) · Spanish (Fluent)