



# Iain McCombe

CONSULTANT & CONTRACT CHEF

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Mail PO Box 451 Labrador QLD 4215 Australia

Nationality Dual Australian and British Citizenship

“ You'd be amazed at how frequently I see the same fundamental errors that cost a business time, money and reputation.

I support astute restaurateurs, hoteliers and catering venues who want to achieve consistently high standards, repeat business through high customer satisfaction, and a reputation for quality. I work professionally, efficiently and fast, on-the-job with their team. I am a pro-active problem solver and excel at procurement and logistics, with a strong B2B network.

**Bottom line: I raise standards and improve quality, creating delicious, mouth-watering dishes whilst meeting (or frequently beating) target budgets and timelines. I streamline production, establish standards, unite front of house with back of house, mentor and train the team, striving to raise self-esteem, ignite passion and pride, and guide them on their career pathway.**

If you are planning a new venue or project, or want to improve an existing business, are hosting a special event or looking to re-train your team, tap into my vast knowledge and experience.

Iain has 30+ years experience yet remains at the cutting edge of the industry, always studying food trends, diverse food cultures and techniques. With a track record for running streamlined, profitable and popular food outlets, Iain is very quick to assess the efficiency of any kitchen operation and works with hoteliers, restaurateurs and caterers to help them achieve optimal efficiency.

Iain was classically trained in London and has worked for some of the most recognised brands in the world. He has dual British Australian citizenship. Conrad International Hotels sponsored Iain to move from London to Australia for the opening of Conrad International Hotel and Jupiters Casino on the Gold Coast.

An event catering aficionado he is known for his remarkable organisational and production prowess. He has also cooked for the specific dietary needs of celebrities and elite sports teams; catered for VIP private functions, culinary cook-offs and demonstrations, established new kitchen operations/restaurants for 5 star hotels as well as running room service, small food outlets such as pizzerias, pool side dining and cafés.

His passion for his industry has led him to meet great Chefs such as Marco Pierre White and Ainsley Harriett, he has experienced some of the very best restaurants such as the Roux Brothers Waterside at Bray, Gavroche, La Tante Claire, Claridges and The Connaught and has supported celebrity chefs behind the scenes.

Whilst Iain was classically trained in traditional French style cooking he easily adjusts his culinary style to suit a brand, budget and customer demographics. Iain has worked with hoteliers and restaurateurs to develop new menus tailored to suit their specific business.

## Consultancy Services

Since 2007, through his company 2 Stubborn Mules, Iain has supported restaurateurs, hoteliers and catering venues who want to achieve consistently high standards, repeat business through high customer satisfaction, and a reputation for quality. Iain works professionally and efficiently, on-the-job, training their team. He is a pro-active problem solver with a strong B2B network and excels at procurement and logistics.

**"Bottom line: I raise standards and improve quality, creating delicious, mouth-watering dishes whilst meeting (or frequently beating) target budgets and timelines. I streamline production, establish standards, unite front of house with back of house, mentor and train the team, striving to raise self-esteem, ignite passion and pride, and guide them on their career pathway."**

## Large Scale Events

Iain has managed catering production and service for hundreds of large scale events including:

- › Gold Coast Magic Millions Horse Race Carnival
- › Jacob's Creek Premium Wine Launch
- › Brisbane River Festival 'Dinner on the Bridge'
- › Big Brother Official Eviction Cocktail Parties
- › Australian Open Golf Tournament Platinum Corp Boxes
- › Trackside Gold Coast Indy Grand Prix:

For six consecutive years, as Executive Chef and Licensee, Iain managed Indy Grand Prix event catering for Outrigger Sun City Resort spanning in-room parties, room service, exclusive trackside VIP catering, restaurant dining and poolside dining - all out of one kitchen. He dealt with the complexities of licensing, menu development, product procurement, permits and accessibility, staffing levels and infrastructural limitations, achieving incredible profits (a major percentage of the annual net profit) every year.

## Demonstrations, Product Launches, Brand Ambassador and Guest Judge

Iain is passionate about his trade. He is authentic, has integrity and is highly respected among his peers. He has extensive experience in the public/media arena, including live cooking demonstrations and PR for print and digital media (video). His remarkable skills and knowledge lend perfectly to the role of guest judge.

## Cooking for Celebrities

Renowned for demanding impeccable standards and for having very specific requirements, Iain has personally cooked for more celebrities than he can even remember, including:

- › Pamela Anderson
- › Sarah Michelle Gellar
- › Diana Rigg
- › Bob Geldof
- › Ronnie Corbett
- › Kenny Everett
- › Miss World 1981 (one week's special diet requirements)
- › Ed Fuller (President and Managing Director Marriott International)

## Cooking for Elite Sports Men and Women

Iain has worked with and catered for the very specific dietary needs of elite sports men and women, including the:

- › 2000 American Olympic Team
- › Australian Davis Cup Team include Pat Rafter
- › Canterbury Bulldogs
- › WWE Team, including The Rock, Dwayne Johnson

## Training

<b>TAFE Queensland</b>	<ul style="list-style-type: none"><li>› COVID Safe Training Certificate</li><li>› Food Safety Supervision SITSS00051</li></ul>
<b>Australian Government</b>	<ul style="list-style-type: none"><li>› Certificate IV Commercial Cookery SIT40413</li></ul>
<b>City &amp; Guilds Of London in conjunction with The Hotel, Catering and Institutional Management Assoc. and The Cookery and Food Assoc.</b>	<ul style="list-style-type: none"><li>› City and Guilds 706-1: Basic Cookery for Catering</li><li>› City and Guilds 706-2: Advanced Cookery for Catering</li><li>› City and Guilds 707-1: Food Service</li><li>› City and Guilds 707-2: Advanced Food Service</li><li>› City and Guilds 707-3: Alcoholic Beverages Certificate</li></ul>
<b>Bournemouth &amp; Poole College</b>	<b>Hotel Chefs Diploma</b> The theory and practice of professional cookery: <ul style="list-style-type: none"><li>› Pastry work</li><li>› Larder work</li><li>› Food and beverage service</li><li>› Hygiene</li><li>› Nutrition</li><li>› Food costing</li><li>› Maintenance</li><li>› English language</li><li>› French language</li></ul>
<b>Inbound Tourism Org.</b>	<b>Aussie Host</b> a nationally recognised customer service training program that focuses on interpersonal communications, customer relations and service.
<b>Ramada Hotels</b>	<b>Leadership Success</b> <ul style="list-style-type: none"><li>› Creating a Leadership Culture</li><li>› Balancing Scorecards</li><li>› Team Communication</li><li>› Conflict Management</li><li>› Effective Meetings</li></ul>
<b>Marriott Hotels</b>	<ul style="list-style-type: none"><li>› <b>Train The Trainer</b></li><li>› <b>5 Star Service Advantage [ Guest Relations ]</b></li><li>› <b>The Intercultural Leadership Advantage</b></li><li>› <b>Foundations of Leadership</b></li></ul>
<b>Queensland Government</b>	<b>Food Safety Training</b>
<b>Queensland Liquor Licensing</b>	<b>Responsible Management of Licensed Venues (Licencee)</b>

## Experience at a Glance

### STUBBORN MULES™

Supporting the Food Service Industry

SINCE 2007

[2StubbornMules.com](http://2StubbornMules.com)

**Outrigger Sun City Resort  
(Stella Resorts Mantra Sun City)**  
Surfers Paradise  
catering)

**The Gabba Brisbane**

**The Australian Open**

**Surfers Paradise Marriott**

**Marriott Hotel Brisbane**

**Marriott Courtyard Gold Coast**

**Ramada Hotel Gold Coast**

**Royal Pines Resort Gold Coast**

**Seaworld Resort Gold Coast**

**Conrad International Hotel  
and Jupiters Casino**  
Gold Coast, Australia

**Marlowes Restaurant**  
Stratford Upon Avon UK

**Billesley Manor Hotel**  
Stratford Upon Avon UK

**Grosvenor House Hotel London**

**The Savoy Hotel London**

**Sheraton Park Towers London**

### FOUNDER | CONSULTANT/CONTRACT CHEF

- New Kitchen Operations Setup
- Kitchen/Venue Operations Overhaul
- Team Training
- Menu Development
- Contract Chef Service
- Brand Development

### Executive Chef/Food and Beverage Operations and Licensee

Establish new restaurant

Establish standards for facility (restaurants, in-room dining, event

Indy Grand Prix Food and Beverage Operations

### Contract Chef

### Contract Chef In Charge

The Grand Golf Club

Gold Coast, Australia

### Executive Chef [Contract]

### Executive Chef

### Executive Chef

Facility Rebranding Management Team

Designed/established new kitchen/restaurant "Res 252"

### Executive Chef

### Executive Sous Chef

### Executive Sous Chef

### Head Chef Garde Manger

Brought to Australia pre-opening for launch

### Sous Chef

### Sous Chef

### Chef Garde Manger, Chef Saucier

Launch of 90 Park Lane Restaurant

### Chef Garde Manger, Chef Saucier

### Commis Tournant

## References

- “ I was quite young when I first came to be Chef Iain’s apprentice, my first job in a relatively new city. I’d heard stories of opulent manor houses and hotels speckled through Britain and how they were the forefront of European classical and modern cuisine. So here I was, young, impressionable, eager to learn and in an industry where hard work was no guarantee to provide any kind of satisfaction or riches, standing there waiting for directions from a man who’s presence immediately commanded respect, who, as I later found out, had worked in these such manor houses and fine hotels that everyone was talking about.

Truth is, I will never stop learning from this gentleman, and I do mean gentleman in the full extent of the term. Too few people can carry the respectful nature and professionalism for even 20 mins of a 14 hour shift that Iain, sorry Chef, carries for the whole 55+ hour week. Sharing life lessons and dedication to his craft - that he hands out as if boiled sweets at a fair. Never afraid to try something new, but if he says it wont work... well, it probably wont.

It has been a while since we worked together, but we speak regularly, and see each other occasionally, but to be honest he has been over my shoulder for years.... and I am sure he will be for many more.

Iain is a credit to the industry, respectful yet realistic of the industry, at times frustrated with it but he delivers on goals and not enough people know about his work; those who do are happy to sing his praises. He is a big part of who I am as a chef, and where I’m going. He could have better taste in music though.

### **Damian Snell**

Head Chef, Menu Development, Private Dining, Production

**Lucas Group Melbourne**

- “ Self-sufficient, reliable, works to a high standard and is able to lead a large team. I wouldn’t hesitate to recommend Iain for any organisation who is requiring a skilled honest chef.

### **Garry Kindred**

Executive Chef

**Gold Coast Convention & Exhibition Centre**

- “ Professional and on time every time, Iain enjoys exceeding expectations. When looking for consistency and on time delivery within your kitchen, look outside the ordinary and employ a qualified contract chef. Iain brings his hotel and resort experience into your catering world.

Iain is dedicated to ensuring quality and the wow factor to your production each and every time. We have been working with Iain since 2008 and when called upon for support, we have never been disappointed. Iain offers *a professional product, done with finesse and creativity, catering to your own specification where required*. Iain is situated very high on the list of our preferred contract chefs...you will not be disappointed.

### **Michael Fletcher**

[In Loving Memory; one of the greatest chefs that I have had the honour of working with. R.I.P. Michael, with gratitude, Iain]

Former Executive Chef

**Gold Coast Convention & Exhibition Centre**

- “ I would just like to that you for spending time with us over the past couple of weeks. I have found it extremely useful and you have reminded me to look back on kitchens in the past, where I had a love and respect for the head chefs that I have worked for; thinking on the practices that they had and learning form what you have said. I am looking forward to heading the kitchen in a new direction for the better. Again, thank you very much and hope to see and work with you again in the future.

### **Corporate Executive Chef**

**Anonymity Requested**

- “ Iain is a consummate professional who can adapt to any catering environment and produce product of the highest standard, he is a pleasure to work with and has become a key member of our team.

### **Lee Morgan**

Former Exec. Chef

**Michael O’Brien Catering**

## References Cont/...

“ Iain McCombe was contracted by the Pub Group Pty Ltd to support in refining the food operation of the Boardwalk, Hope Island over a four week period. Iain successfully achieved the objectives as requested by myself and the Company Director, some of which are as follows:

- Streamline overall kitchen operations to maximise efficiency productivity and profitability.
- Support in the refinement & implementation of a fully costed menu tailored to suit and appeal to the surrounding customer base and demographics.
- Support in the appointment a new Head Chef to successfully continue the ongoing management of the operation – and offer ongoing support where required.
- Re-establish the overall standards, systems & procedures to deliver and exceed budgeted requirements.

During this period Iain worked hands-on in the kitchen, focusing on production efficiencies whilst training and developing the current team members. He displayed a sound knowledge to OHS and food safety standards and the effective implementation of systems and procedures that work. Throughout his contracted period, Iain presented himself as a hospitality professional holding a very strong work ethic and a great passion for food. I would not hesitate to utilise Iain within our group for any potential opportunities in the future.

### **Marcus Morant**

Group Operations Manager

**The Pub Group Pty Ltd**

“ During my role as General Manager of Outrigger Sun City Resort in 2002, I employed the services of Executive Chef Iain McCombe to establish food and beverage operations for the facility comprising of a new restaurant, in-room dining, pool side dining and special event catering. With Iain’s practical, hands-on and goal driven approach to management he went on to successfully run all aspects of F & B operations, maintaining standards and consistently exceeding forecasted budgets. He became licensee for the premises and played an integral part in our executive team. Iain excelled with his management of our Indy event catering, ensuring a high pressure situation ran smoothly with minimal waste and maximum profit. I wouldn’t hesitate to recommend Iain’s services as a consultant chef and I wish him every success with his future endeavours.

### **Michael Moret-Lalli**

CEO

**Mantra Resorts**

“ Iain, your assistance was awesome and professional as always. Thanks again and I will definitely keep you posted for any future business. You’re a legend.

### **Michael Boyd**

Executive Assistant Manager

**Mantra Sun City Resort Surfers Paradise**

“ It was a pleasure to work closely with you again over the past 3 months. Your contribution in improving and restructuring the kitchen operation has been successful and well received. Already the business is benefiting from your improvements both financially and on a HR level. The kitchen brigade have been working much better as a team and more importantly in harmony with the front of house. Your professionalism, wealth of knowledge and regimented approach has been the catalyst in bringing the operation forward to where it should be. Thanks again and I am sure you will continue to be in demand in the industry where ever you go.

### **Christopher Bagley**

General Manager

**Emerald Lakes Golf Club/Nifsan**

“ Remarkable what you achieved in such a short period.

### **Cpt. Joe Goddard**

Former CEO

**Southport Yacht Club**

## Experience

### STUBBORN MULES™

Supporting the Food Service Industry

**Food Service Industry  
Consultancy & Contract  
Chef Service**  
Established 2007

Clients include:

- › Ridgeway Group Catering
- › The Southport School
- › Gold Coast Convention & Exhibition Centre (since 2009)
- › Bond University
- › Sheldon College
- › Gold Coast Turf Club
- › Michael O'Brien Catering
- › Tall Ships
- › Gold Coast Arts Centre
- › The Pub Group
- › Nifsan Emerald Lakes
- › Southport Yacht Club
- › Couran Cove Resort
- › Villasky
- › Mercure Resort
- › Mantra Group
- › Gold Coast Harness Racing

#### FOUNDER | CHEF

Assisting hoteliers, restaurateurs and caterers to raise standards, improve productivity and profitability through their kitchen operations.  
Providing expert contract chef services.

[2StubbornMules.com](http://2StubbornMules.com)

#### CONTRACT CHEF SERVICE:

Trusted by the Gold Coast's best known venues, offering highly productive, experienced, hands-on support during peak periods or for special events:

- › Standard contract services
  - Production management
- › Section supervision (hands-on)
- › Short-term Acting Executive/Head Chef (during vacations, between placements, etc.)
- › Boutique events (eg. school, college, university, wineries, etc.)
- › VIP, Celebrity and Special Dietary Needs.

#### CONSULTANCY SERVICES: KITCHEN OPERATIONS OVERHAUL - BESPOKE, TAILORED TO CLIENT'S NEEDS

**ASSESSMENT:** A review of the current situation (operating costs, GP, kitchen structure, etc.) with suggestions for moving forward.

**ESTABLISH THE ESSENTIAL BASICS:** Reinforce standard kitchen operations ie. reporting structure, flow of service, uniforms/safety wear, professionalism, major kitchen clean up, and more.

**MENU DEVELOPMENT:** Create and implement new menu tailored to suit your customer demographics, portion control, recipe costings, kitchen team training. Working on production to get the new menu over the line.

FOOD COSTS, PORTION CONTROL & WASTAGE

SAFE FOOD HANDLING, STORAGE, HEALTH & SAFETY

PRODUCT KNOWLEDGE - KITCHEN & SERVICE STAFF TRAINING

**PURCHASING:** Review existing suppliers pricing, reliability and product quality. Improve and consolidate where possible, set up standard order sheets, receiving standards, etc.

**WAGE COSTS:** Finding the balance between wage cost percentages and quality service/product.

**KITCHEN TEAM TRAINING:** Assess and make recommendations for restructuring kitchen team based on performance, experience and training. Motivate the team and improve communication within the kitchen and with service staff. On-the-job food production and presentation training to improve skill levels and knowledge.

**PRODUCTIVITY:** Streamline systems, operating procedures and flow of service.

**BUDGET:** Implement systems to ensure budget guidelines are adhered to, with special emphasis on cost of goods and wage costs.

#### NEW KITCHEN OPERATIONS (OFF-PLAN THROUGH TO LAUNCH)

## Experience cont/...

### **Outrigger Sun City Resort (Stella Resorts/Mantra)**

Surfers Paradise  
Gold Coast Australia  
Sept 2002 - Aug 2007

5 Star Resort  
266 Rooms  
Sayas Restaurant and Bar  
Poolside Cafe  
Room Service Catering  
Special Events

Outrigger Hotels and  
Resorts are a division of  
Outrigger Enterprises Inc.  
and have 51 properties  
spanning Hawaii, Australia,  
Micronesia, Fiji, Tahiti and  
New Zealand.

### **Executive Chef & Licensee**

#### Role and Responsibilities:

- › Establish and maintain high food and beverage standards, including level of service for the facility
- › Establish new restaurant and bar
- › Restaurant Licensee
- › Executive manager of all food and beverage operations throughout resort, responsible for:
  - Menu content for all outlets
  - Food costs, budget forecasts and cost control
  - Inventory control and waste management
  - Productivity
  - Product sourcing and purchasing
  - Human resources management:
    - rostering, recruitment, staff motivation, counselling, discipline, training
  - Workplace health and safety
  - Safe food handling practices

#### Accountabilities

- › General Manager

July 2001 - Aug 2002

### **Surfers Paradise Marriott**

**Australian Open  
Golf Championship**  
The Grand Golf  
Gold Coast Australia

**The Gabba**  
[Michael O'Brien Catering]

### **Contract Chef - Sole Trader**

**Executive Chef** (4 month contract over peak holiday/Christmas period)

### **Chef In Charge**

**Chef In Charge - Premium Corporate Boxes**

### **Brisbane Marriott**

May 2000 - June 2001

5 star boutique corporate  
hotel  
263 rooms  
4 executive suites  
Convention facilities

A la Carte and Buffet  
Restaurant Lounge Bar  
Executive Lounge  
Room Service Catering

### **Executive Chef**

#### Role and Responsibilities:

- › Maintain Marriott's renowned high standards of service and quality
- › Executive manager of all food and beverage operations throughout resort, spanning:
  - Menu content for all outlets
  - Food costs, budget forecasts and cost control
  - Inventory control and waste management
  - Productivity
  - Product sourcing and purchasing
  - Human resources management:
    - rostering, recruitment, staff motivation, counselling, discipline, training
  - Workplace health and safety
  - Safe food handling practices

#### Accountabilities

- › General Manager



## Experience Cont/...

### **Marriott Courtyard Surfers Paradise** 1996 - May 2000

4 Star Resort  
401 Rooms  
3 Suites  
A la Carte and Buffet  
Restaurant  
Asian Restaurant  
Lounge Bar  
Convention Facilities  
Room Service Catering

#### **Executive Chef**

##### Role and Responsibilities:

- › Re-branding Management Team (Ramada Hotel Group to Courtyard Marriott)
- › Executive manager of all Food and Beverage operations for the restaurant and bar during the re-branding
- › Set and maintain the high standards and level of service for the facility
- › Executive manager of all food and beverage operations throughout resort, spanning:
  - Menu content for all outlets
  - Food costs, budget forecasts and cost control
  - Inventory control and waste management
  - Productivity
  - Product sourcing and purchasing
  - Human resources management:
    - rostering, recruitment, staff motivation, counselling, discipline, training
  - Workplace health and safety
  - Safe food handling practices
  - Menu creation

##### Accountabilities

- › General Manager

### **Ramada Hotel Gold Coast** July 1994 - 1996

#### **Executive Chef**

(see Marriott Courtyard above)

### **Royal Pines Resort** Gold Coast Australia March 1994 - July 1994

5 Star Resort  
330 Rooms  
RPR's Fine Dining  
Restaurant  
Buffet Restaurant  
Café  
Golf Club Café  
Lobby Bar  
Convention/Banquet  
Facilities  
Room Service Catering

#### **Executive Sous Chef**

##### Role and Responsibilities:

- › Support Executive Chef in all areas of kitchen management:
  - Cost control
  - Rostering
  - Staff training, mentoring and discipline
  - Assist with new menu development and implementation
  - Inventory control and waste management
  - Production
  - Workplace health and safety
  - Safe food handling practices

##### Accountabilities

- › Executive Chef

### **Seaworld Resort** Dec 1988 - March 1994

4.5 Star Resort  
405 Rooms  
Melrose Contemporary A La  
Carte Restaurant  
Buffet Restaurant  
Café  
Japanese Restaurant  
Convention/Banquet  
Facilities  
Room Service Catering

#### **Executive Sous Chef**

##### Role and Responsibilities:

- › Assist/Support Executive Chef in all areas of kitchen management:
  - Cost control
  - Rostering
  - Staff training, mentoring and discipline
  - Assist with new menu development and implementation
  - Inventory control and waste management
  - Production
  - Workplace health and safety
  - Safe food handling practices

##### Accountabilities

- › Executive Chef

## Experience Cont/...

**Conrad International Hotel and Jupiters Casino**  
Gold Coast Australia  
Feb 1986- Dec 1988

5 Star Hotel, Casino and Convention Centre  
594 Rooms  
29 Suites  
Fine Dining Restaurant  
Steak and Seafood Restaurant  
Buffet Restaurant  
24 Hour Café  
Café  
Nightclub  
5 Bars  
Room Service Catering  
Conventions/Banquet Facilities

**Marlowes Restaurant**  
Michelin Rated Fine French Restaurant  
Stratford Upon Avon  
England  
1985 - 1986

Award winning silver service French restaurant, set in a double heritage building circa 1595

**Billesley Manor Hotel**  
Stratford Upon Avon  
England  
1985

Boutique Elizabethan Manor Hotel  
69 Rooms  
Classic French Restaurant  
Convention/Banquet Facilities  
Room Service Catering

**The Savoy Hotel London**  
1984 - 1985

London's most iconic luxury hotel

**Grosvenor House Hotel**  
Park Lane London  
1982 - 1984

Deluxe 5 Star+ Hotel frequented by royalty, celebrities and business leaders

**\*\* Sponsored from the UK to Australia for the facility launch \*\***

**Head Chef Garde Manger (formerly Chef de Partie Banquets)**

Role and Responsibilities:

- › Production for banquets, conventions and special events (1500 pax)
- › Supply cold mis en place to all 6 facility kitchens
- › Rostering
- › Ordering and stock control

Accountabilities

- › Executive Sous Chef

**Sous Chef**

Role and Responsibilities:

- › Support Executive Chef in all areas of kitchen management:
  - Menu design and production
  - Food costs / cost control
  - Product sourcing and purchasing
  - Stock / waste control
  - Rostering
  - Staff Training and Discipline

Accountabilities

- › Managing Director (Owner)

**Sous Chef**

Role and Responsibilities:

- › Support Executive Chef in all areas of kitchen management:
  - Menu design and production
  - Food costs / cost control
  - Product sourcing and purchasing
  - Stock / waste control
  - Rostering
  - Staff Training and Discipline

Accountabilities

- › Executive Chef

**Chef Garde Manger | Chef Saucier**

Accountabilities

- › Sous Chef / Executive Chef

**Commis Tournant | Chef Garde Manger | Chef Saucier**

Accountabilities

- › › Sous Chef / Executive Chef Anton Edelmann