

# JOHN Q. PUBLIC

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## RESTAURANT GENERAL MANAGER

~ Over 13 Years of Food Service Establishment Management Expertise ~

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Dynamic and hands-on food service management specialist with extensive restaurant operations, marketing, and accounting experience gained in a fast paced environment. Versed in the application of various analytical factors to determine optimal pricing structures and inventory levels. Proven skills in managing employee relations and producing effective scheduling matrices. Versed in the creation of formalized processes and ongoing training programs to optimize efficiency and reduce waste. Market-focused professional who stays in tune with the ever changing customer preferences and market trends.

### KEY PROFICIENCIES

- |                            |                           |                         |
|----------------------------|---------------------------|-------------------------|
| ❖ Accounting / Bookkeeping | ❖ Business Development    | ❖ Operations Management |
| ❖ Staff Development        | ❖ Market Penetration      | ❖ P&L Management        |
| ❖ Logistics Planning       | ❖ Budget Management       | ❖ Inventory Control     |
| ❖ Food Safety              | ❖ Quality Control         | ❖ Menu Planning         |
| ❖ Promotional Campaigns    | ❖ Labor / Employment Laws | ❖ Vendor Management     |

## PROFESSIONAL EXPERIENCE

COUNTRY KITCHEN RESTAURANT – MONTICELLO, NY

### GENERAL MANAGER / MAITRE ´D

1994 – PRESENT

Managed the staff and daily operations for a 40 employee establishment. Schedule and manage front of house, kitchen, and housekeeping staff; perform evaluations and conduct ongoing training sessions. Prepare and analyze daily, weekly, and monthly sales reports; identify and address operational inefficiencies to control expenses. Prepare menus and oversee menu changes. Produce and analyze labor expense and sales projections. Generate staff payroll. Monitor perishable inventory and order as needed. Manage various marketing and advertising projects. Build relationships with vendors and negotiate discounts when appropriate. Conduct quality control reviews that examine portion control, presentation, safety, cleanliness, and customer satisfaction. Meet with customers and address all customer concerns.

#### Notable Accomplishments

- Spearheaded the integration of a new point-of-sale (POS) system; took the project from research to final implementation, resulting in drastically reduced instances of theft / errors and increased reporting capabilities.
- Implemented an employee incentive program that recognized top grossing staff members, resulting in a notable increase in average ticket revenue.
- Created various package arrangements for local businesses to induce patronage; consulted regularly with marketing partners to devise strategies for creating mutual benefit for customers and increasing revenue.
- Developed and managed a marketing campaign that included internet and newspaper advertising, mailing lists, and greeting cards; program successfully penetrated new markets and expanded the customer base.

### BARTENDER

1992 – 1994

Oversaw all bar operations. Processed bar transactions and mixed drinks for patrons. Coordinated with wait staff to provide beverages for food patrons. Tracked alcohol, paper supply, and utensil inventory and placed orders for products as needed. Maintained bar area cleanliness and organization.

### PREP / SOUS CHEF

1988 – 1992

Supervised and coordinated the activities of the kitchen staff. Determined food items necessary to prepare daily and specialty menu items. Planned sequence and time for cooking operations. Assigned cooks to various tasks and monitored performance. Set food portion sizes and resolved food related issues such as menu substitutions, food reuse, and waste / spoilage reduction. Inspected pantries and serving stations for cleanliness.

~ Anytown High School, Anytown, USA ~

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