

RESUME 670

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company or organization as a **Restaurant Manager**, utilizing my extensive skills, training, expertise, and experience

SUMMARY OF QUALIFICATIONS

- Over 19 years' experience in Management roles with restaurants, overseeing all operations, supervising employees, ensuring that all operations were performed according to standard operating procedures, and consistently meeting and/or exceeding all customer expectations
- Proficient and experienced in all phases of staffing and professional development, including interviewing, hiring, training, mentoring, delegating assignments, monitoring all work activities for quality, expediency, and proper employee / customer interactions, conducting performance assessments, implementing disciplinary write-up's / measures, and terminations
- Experience in providing uncompromising highest standards of customer service in the restaurant industry, assisting both internal customers and customers / patrons with their requirements, preferences, and selections, offering options customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- Strong communications, detail-oriented, with analytical and problem-solving skills
- Multitasks effectively, learns new systems quickly, and completes all assignments on time or ahead of deadlines
- Leverages technology to enhance productivity, Windows, MS Office, and POS systems
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients
- Self-starter, working well independently or in team environments

PROFESSIONAL EXPERIENCE

08/93 – Pres. **Restaurant Manager**

The College Association, Sanborn, NY

- Coordinate assignments of cooking personnel to ensure economical use of food and timely preparation.
- Monitor food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Review menus and analyze recipes to determine labor and overhead costs, and assign prices to menu items.
- Establish standards for personnel performance and customer service.
- Train workers in food preparation, and in service, sanitation, and safety procedures.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Arrange for equipment maintenance and repairs, and coordinate a variety of services, such as waste removal and cleaning services.
- Schedule and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Maintain food and equipment inventories, and keep inventory records.
- Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
- Review work procedures and operational problems to determine ways to improve service, performance, or safety.
- Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.

EDUCATION, TRAINING & ACHIEVEMENTS

High School Diploma

Cheektowaga Central High School, Cheektowaga, NY