

RESTAURANT GENERAL MANAGER

Food and Market Trends Analysis | Expense and Inventory Control
Staffing and Scheduling | Customer Service and Relations

QUALIFICATIONS PROFILE

Success-driven and goal-oriented professional with broad experience in all facets of restaurant and kitchen operations and service management. Known for outstanding record of success as evidenced by consistent attainment of sales and revenue increase, customer base expansion, and food cost reduction. Armed with expertise in developing business plans and strategies, implementing cost-effective initiatives, and improving processes to drive companies toward significant growth and advancement. Committed to providing high-value services and positive experiences to ensure optimum customer satisfaction.

PROFESSIONAL EXPERIENCE

ABC Company – San Francisco, CA

Restaurant Consultant/General Manager, Part-time 2021–Present

- Collaborate closely with the owner, executive chef, sous chefs, and other leadership team members to organize, train, and mentor the staff in all facets of the restaurant operations.

Career Highlight:

- ✓ Contributed to the establishment of the restaurant from the ground up, including making decisions, designing the kitchen and bar, and facilitating training of staff.

DEF Company – San Francisco, CA

General Manager 2018–2021

- Redesigned the menu to add new entrees, appetizers, and desserts, as well as several new gluten-free options
- Developed and maintained partnerships with other local businesses and built a new customer base

Career Highlights:

- ✓ Successfully decreased the labor and food cost while increasing check average from \$13 to over \$18 per person and to gross sales by 15% within one year
- ✓ Expanded loyal customer base through consumption of consistent, fresh ingredients, while focusing on customer service

GHI Company – San Francisco, CA

Front-of-House (FOH) Manager 2017–2018

Kitchen Manager 2014–2017

- Managed high-volume restaurant with over \$10M in food and alcohol sales annually
- Created new steaks on the menu, including 28 ounces of tomahawk rib-eye

Career Highlights:

- ✓ Modified and minimized waste of the restaurant by consuming fresh ingredient, instead of frozen
- ✓ Drove efforts in optimizing profits and ensuring guest satisfaction

EDUCATION

Bachelor of Business Administration in Management, JKL University – San Francisco, CA

PROFESSIONAL DEVELOPMENT

Certified Food Safety Manager

Management Training Program

CARE® for Servers