

Creative, customer-centric restaurant manager with 8 years' experience. A passion for food and people inspires me to motivate employees to achieve high service excellence and personal growth levels. Implemented systems that reduced staff attrition by 25% and lowered labor costs. Tighter inventory controls have lowered variable costs by 10% a month. Launched direct engagement via social media marketing and exceeded sales targets by 15% month on month. I am keen to use my management experience to grow my career and your restaurant.

WORK EXPERIENCE

Restaurant Manager

Mar 2016 - Present

Upland, New York

- Managing a team of ± 30 BoH and FoH restaurant staff
- Supervising 6 bartenders and 4 bar support staff
- Implementing in-house systems to ensure service excellence
- Overseeing POS system and resolving any arising queries
- Compiling daily, weekly and monthly budgeting and forecasts
- Auditing inventory control of food, liquor, beverages and consumables
- Management of food quality in collaboration with kitchen staff
- Reviewing weekly menu options together with the head chef
- Liaising with suppliers and negotiating supply agreements
- Negotiating payment terms with suppliers and service providers
- Hiring new employees and training new recruits and existing team
- Maintaining absolute adherence to health and safety regulations
- Ensuring food protection and liquor laws are complied with
- Completing daily admin and HR functions, including a 7-day roster
- Effected a bonus training program that reduced FoH churn by 25%
- Created a cross-training program that allows FoH duty rotation
- Reduced variable costs by 10% through tighter inventory controls
- Exceeded sales targets by 15% month on month via social media marketing

Assistant Restaurant Manager

May 2014 - Feb 2016

The Cabin NYC, New York

- Ensuring Foh, BoH and bar area collaboration
 - Managing POS system and balancing daily revenue
 - Resolving customer order and payment queries
 - Improving customer engagement on social media
 - Sourcing suppliers, products and service providers
 - Conducting training on health and safety standards
 - Teaching employees about food protection and liquor laws
 - Taking daily stock counts of food, liquor, beverages and consumables
-

EDUCATION AND QUALIFICATIONS

Restaurant and Culinary Management Diploma

Feb 2021 - Nov 2021

Institute of Culinary Education, New York

Hospitality and Hotel Management Diploma

Feb 2020 - Nov 2020

Institute of Culinary Education, New York

Food Protection Certificate

Jun 2016 - Jul 2016

NYC Health Academy, New York

SKILLS

Communication skills	Expert
Interpersonal skills	Expert
Negotiation skills	Expert
Budget management	Expert
Inventory management	Expert
Employee management	Expert
Profitability margins	Expert
Food safety standards	Expert
Health and Safety standards	Expert
Liquor laws	Expert

REFERENCES

Cliff Atkins
(212) 686-0000
cliffa@sample.com

Upland

Tess Craig
(212) 777-7777
tessc@sample.com

The Cabin NYC