

# Charlotte May

## Restaurant Operations Manager

@johndoe@email.com • Dublin, Ireland



### SUMMARY

Experienced Restaurant Operations Manager with a track record of delivering exceptional customer service and managing high-performing teams. Seeking to further develop my career with Supermac's in Ireland and contribute to the growth of the company.

### EXPERIENCE

#### Restaurant Operations Manager

Burgerland

Date period • Dublin, Ireland

Managed daily operations of a busy fast food restaurant, resulting in a 15% increase in revenue and a 20% improvement in customer satisfaction.

- Hired and trained a team of 30 staff members and supervised their performance to ensure high-quality service delivery.
- Implemented new food safety and hygiene protocols that improved health and safety compliance by 25%.
- Developed and implemented an employee recognition program that increased staff morale and reduced staff turnover by 10%.
- Developed and implemented cost-saving measures that reduced operational costs by 12%.
- Developed and implemented sales strategies that increased average transaction value by 18%.
- Managed inventory and stock control, reducing stock losses by 5%.
- Managed scheduling and shift management, ensuring that the restaurant was adequately staffed at all times.

#### Assistant Manager

Pizza Express

Date period • Cork, Ireland

Assisted the Store Manager in the daily operations of a busy pizza restaurant, resulting in a 10% increase in revenue and a 15% improvement in customer satisfaction.

- Assisted in the recruitment, training and supervision of a team of 20 staff members.
- Developed and implemented sales strategies that increased the average transaction value by 12%.
- Managed inventory and stock control, reducing stock losses by 7%.
- Assisted in the development and implementation of new food safety and hygiene protocols that improved compliance by 20%.
- Coordinated in-store sales and promotions, resulting in a 10% increase in sales during promotional periods.
- Assisted in the development and implementation of cost-saving measures that reduced operational costs by 10%.
- Managed scheduling and shift management, ensuring that the restaurant was adequately staffed at all times.

### STRENGTHS

#### Leadership

Led a team of 30 employees, resulting in a 15% increase in sales

#### Problem-solving

Developed a new ordering system, reducing wait times by 20%

#### Team building

Created a positive work environment, resulting in a 25% decrease in employee turnover

#### Customer service

Implemented a new training program, resulting in a 90% customer satisfaction rate

### SKILLS

#### Food safety and hygiene

#### Training and development

#### Sales and promotions Stock control

#### Scheduling Cash handling

#### People management

#### Shift management

### ACHIEVEMENTS

#### Revitalizing underperforming store

Increased sales by 30% in 6 months

#### Mentoring employees

Helped three employees advance to management positions

### AWARDS

#### Employee of the Month

Recognized for outstanding customer service and leadership