

# Jenna Chapin

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## Senior Level Operations Manager

12+ years Restaurant Operations Experience

Locally Owned Establishments, Each with 2-3 Million in Annual Revenues

Active participant management style; entrepreneurial and progressive. Leadership experiences have created a passion for team building & retention, and attaining successful & profitable client relationships.

### Core professional duties include:

- multi-facet operations management
  - customer relations
  - staffing & staff retention
  - marketing & online presence
  - food, labor & maintenance cost controls
  - vendor sourcing & negotiating
  - multimillion-dollar P & L management
  - human resources management
  - menu planning & development
  - community volunteer presence
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### Relevant Experience

#### The Oaks at Eagle Creek

(Privately owned company, Restaurant/Catering/Golf Course/Houseboat)

**General Manager** (September 2008 – present)

Willmar, Minnesota

Varying job duties including customer service, staff retention & hiring, training, customer satisfaction. Absorbed role as catering director in 2009 and implemented new strategies, menus, and standards for our expanded event division.

Controlling food and beverage costs, innovating and creating new food and beverage menus, working with all salesmen/women within the food/beverage/advertising areas. Main customer contact for all on and off-site events, all detail in event organization, and food and beverage sales. Establishment includes a fine/casual dining atmosphere, a wedding/banquet center for 400, an 18-hole golf course, and off-premise events including a houseboat which seats 55 and runs public and private cruises 3-5 times per day in summer months.

Orchestrates the 'big picture' within all of these areas. Manage separate teams to effectively focus on each area with concern and success. Focus on maintaining high level of communication and connection with each of my customers, and hold building a relationship with customers to a very high regard.

Communication Skills, Effective Leadership, Customer Service Skills Training, Microsoft Suite, Team Player, Innovation & Change Management, Customer Relationship Management

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