

# JOHN SMITH

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## ***Management – Operations Support***

### **PROFILE**

Successful change agent and high-capacity operations manager with a solid track record of profitable restaurant oversight, health & safety compliance, turnaround efforts and effective cost controls. Exceptional background in general management, food & beverage services, quality assurance, executive reporting and business operations in consumer-facing hospitality and multi-site restaurant environments.

- Proficient as a top performer, confident manager and team builder in driving multi-faceted operations, controlling P&L and maximizing productivity, coordinating promotions and ensuring optimal customer satisfaction.
- Significant record of detailed and timely reporting to the Department of Labour and Immigration, along with full compliance with Workplace Safety & Health Division requirements.
- Entrepreneurial balance of organizational abilities, strategic decision-making, positive employee relations and execution of large-scale operating budgets.
- Effective hiring, training, deployment and development of top-notch talent at management, staff and kitchen levels.
- Self-motivated to achieve peak performance, maintain top quality standards, build top-performing teams and meet aggressive business objectives.
- Multi-tasking talents in team building, organization, needs analysis, conflict resolution, creative troubleshooting and attention to detail in rapidly-changing, upscale restaurant & hospitality environments.
- Fully familiar with determining and managing food, labor and overhead costs through accurate business forecasts and extensive market trend review.

### **AREAS OF EXPERTISE**

Business Development • Multi-Project Management • Relationship Building • Delegation • Competitive Analysis • Consumer Relations • Problem Resolution • Team Building • Turnaround Operations • Contract Negotiations • P&L/Budgeting • Cost Controls • Resource Allocation • Organizational Solutions

### **EMPLOYMENT & ACCOMPLISHMENTS**

Montana's Cookhouse / Cara Operations Ltd., Winnipeg, MB

2001 – Present

#### **General Manager**

In charge of directing up to 3 managers, 16 kitchen staff and 40 wait staff in all levels of profitable restaurant operations at this 250-seat location with \$3 million in revenue. Deploy hands-on skills in business operations, HR, culinary training, finance, payroll, promotions, menu planning, inventory tracking, cost controls and positive relations with a demanding customer base. Hire, train, orient, promote and terminate employees in a professional manner.

- Built a reputation for achieving the most accurate financials, meeting budget goals and maintaining low turnover levels.
- Completed a 6-week management program, along with ongoing classes in coaching and employee development strategies.

#### **Area Kitchen Manager**

Responsible for training staff, streamlining operations, troubleshooting critical issues and performing store audits for food quality & kitchen quality at all 6 company locations in Alberta, Manitoba and Saskatchewan.