

Summary

Results-driven management experience, bringing demonstrated record of progressive market share growth and sales accomplishment. Proactive manager and strategic problem-solver with record of achieving challenging profit goals while consistently acquiring new customers and expanding operations. Tenacious in pursuing new revenue streams and sales opportunities.

Skills

- Sales team development
  - Supervision and training
  - Performance improvements
  - Policy/program development
  - Vendor relationships
  - Schedule management
- Leadership and team building
  - Product costing
  - Calm under pressure
  - Staff training and development
  - Advertising and marketing
  - Customer relationship management

Experience

Management, 02/2022 to Current

Culvers Restaurant – Brookfield, WI

- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Greeted customers, answered questions and recommended specials to increase profits.
- Resolved customer issues efficiently to build loyalty.
- Learned company processes, procedures and employee role functions.
- Developed understanding of quality assurance processes and requirements.
- Supported staff training, development and evaluation.
- Resolved client issues by delivering excellent customer service and maintaining positive attitude.
- Organized and maintained payroll information by entering data, deleting errors, calculating and collecting information.
- Gathered timesheets to prepare weekly payroll data for processing by payroll coordinator.
- Managed weekly payroll duties and submitted data to payroll contractor.

General Manager, 06/2020 to 02/2022

Pyramid Hotel Group – Cincinnati, OH

- Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees
- Trained workers in food preparation, money handling and cleaning roles to facilitate restaurant operations.
- Coached team members on food safety and sanitation processes, customer service, menu education and up-selling techniques to drive revenue.
- Optimized profits by controlling food, beverage and labor costs daily.
- Counseled and disciplined staff to address issues promptly and provide constructive feedback.
- Managed accounts payable, accounts receivable and payroll.
- Updated computer systems with new pricing and daily food specials.
- Prepared weekly payroll to keep up with projected weekly revenue.
- Collaborated with chef to analyze and approve food and beverage selections.
- Initiated negotiations regarding vendor contracts and kept updated records of contracts.
- Developed employee handbook, detailed job descriptions and workflow plans to formalize operational systems and procedures.
- Complied with company policies and government regulations to prevent and detect rule violations and protect organization from fines and lawsuits.
- Designed sales and service strategies to improve revenue and retention.
- Served as main point of contact for clients, answering questions and responding to messages.
- Increased bar sales revenue by 25% within 3 months
- Managed bar area, cocktail design and menu and handled inventory, regulation compliance and customer relationships.
- Implemented special events to boost customer numbers and profits.
- Managed daily operations and processes for reservations, budgeting and forecasting.
- Consistently maintained high levels of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality.
- Trained front-of-house staff on restaurant policies and procedures, guest service techniques and communication skills to promote positive experiences.
- Resolved problems or concerns to satisfaction of involved parties.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.

Bartender, 03/2018 to 06/2020

Penn National Gaming – Lawrenceburg, IN

- Operated cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions.
- Balanced daily registers and generated sales reports for management.
- Stayed up-to-date on latest mixology trends, bar equipment and sanitation standards.
- Kept track of bar tabs and transferred open tabs to dining area for wait staff.
- Confirmed customers' ages for alcohol service and discontinued service to intoxicated guests.
- Trained new bartenders on drink preparation and upselling techniques.
- Poured wine, beer and cocktails for patrons.

Cashier, 10/2014 to 08/2018

Common Spirit – Little Falls, MN

- Operated cash register, collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Helped customers find specific products, answered questions and offered product advice.
- Processed sales transactions to prevent long customer wait times.
- Inspected items for damage and obtained replacements for customers.

Education and Training

Education

University of St. Thomas - Houston, TX

High School Diploma: 05/2016

Homeschool - Mountain Top, PA