

Charlotte May

Restaurant Operations Manager

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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