

# RESTAURANT MANAGER RESUME

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## CAREER OBJECTIVE

Restaurant Manager with 6+ years of experience managing a high-quality and fast-paced five-star restaurant. Ability to train staff to the highest standards of customer service, ensuring increased customer satisfaction, reduced staff turnover rates, and a 92% rise in sales through upselling techniques. Looking to use my strong leadership skills and proven track record of assisting restaurants to achieve new levels of profitability and efficiency for your fine dining establishment.

## PROFESSIONAL EXPERIENCE

January 2020–Present | Bar Louie, Tucson, AZ

### Restaurant Manager

- Hired, trained, and coached 50+ staff members on customer service skills, food and beverage knowledge, and COVID-19 safety standards in preparation for the April 2020 restaurant grand opening
- Reduced variable costs by 7% through tighter controls on overtime expenditures and inventory waste
- Consistently exceeded monthly goals by a minimum of 10% by training FOH staff on upselling techniques and creating a featured food and beverage program
- Maintained an employee retention rate 25% higher than the industry standard through management training programs, periodic performance reviews, and motivational coaching tactics
- Increased the profit margin of select menu items by 15% by switching to a local supplier with lower ingredient costs

May 2016–January 2020 | Swiss Chalet, Phoenix, AZ

### Restaurant Manager

- Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions
- Increased customer engagement on company social media accounts by 20% through interactive promotions and contests
- Provided extensive health and safety training to all staff members, achieving a score of 99% from the Restaurant Health Inspection Committee
- Implemented a revised inventory system focused on storage conditions, and ordering techniques resulting in a 6% decrease in losses created by food waste

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## EDUCATION

Chicago City College,  
Chicago, IL

**Diploma in Hospitality Management (April 2016)**  
**(GPA: 3.7/4.0)**

## RELEVANT SKILLS

- Accounting operations
- Budget projections and allocations
- Staff training
- Tillpoint
- Toast POS
- Zomato Base
- Square POS systems
- Labor Law
- Excellent interpersonal skills