

Table 1: Layout table

May Riley

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Profile

Friendly and engaging team player and leader able to inspire staff to perform their best. Detail oriented and experienced restaurant manager passionate about food and beverages. A multi-tasker who excels at staff training and recruiting with a track record of inspiring great customer service and customer satisfaction. Regularly exceed sales goals. A master in the art of upselling.

Experience

Restaurant Manager | Contoso Bar and Grill | September 20XX – Present

- Recruit, hire, train, and coach over 30 staff members on customer service skills, food & beverage knowledge, sales, and health & safety standards.
- Reduced costs by 7% through controls on overtime, operational efficiencies, and reduced waste.
- Consistently exceed monthly sales goals by a minimum of 10% by training FOH staff on upselling techniques and by creating a featured food and beverage program.

Restaurant Manager | Fourth Coffee Bistro | June 20XX – August 20XX

- Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
- Grew customer based and increased restaurant social media accounts by 19% through interactive promotions, engaging postings, and contests.
- Created and implemented staff health and safety standards compliance training program, achieving a score of 99% from the Board of Health.
- Successfully redesigned existing inventory system, ordering and food storage practices, resulting in a 6% decrease in food waste and higher net profits.

Education

B.S. in Business Administration | June 20XX | Bigtown College, Chicago, Illinois

A.A. in Hospitality Management | June 20XX | Bigtown College, Chicago, Illinois

Skills & Abilities

Table 2: Layout table

<ul style="list-style-type: none">• Accounting & Budgeting• Proficient with POS systems• Excellent interpersonal and communication skills	<ul style="list-style-type: none">• Poised under pressure• Experienced in most restaurant positions• Fun and energetic
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Activities and Interests

Theater, environmental conservation, art, hiking, skiing, travel