|  |  |
| --- | --- |
| **Sean Phelps**  **Restaurant and Entertainment Operations Leader** | sphelps1130@gmail.com  linkedin.com/in/sean-phelps-100788b0/  978-551-1868 • Las Vegas, NV (relocating) |

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualifications**  **Summary** | Dynamic, organized restaurant operations leader exceeding customer service objectives and generating revenue with innovative front- and back-of house strategies. Demonstrated expertise in achieving financial targets through careful payroll management and inventory control while delivering outstanding guest experiences. Thoughtful and motivating leader with the ability to lead large teams and build strong relationships with key clients, corporate and community leaders to drive business.   |  |  | | --- | --- | | * FOH / BOH Operations * Performance Management * Schedule & Payroll Management * Guest / Customer Experience | * Inventory Control * Location-based Entertainment * Community Programs / Local Outreach * Quality Control & Standards | |

|  |  |
| --- | --- |
| **Career**  **Experience** | **Floor Manager**, Apex Entertainment, Marlboro, MA 2019 to Present  Direct food, beverage, and attraction operations for a $21M global media and entertainment venture, including the recruitment of staff, employee training, and scheduling for 300+ employees. Collaborate with restaurant leaders in organizing and executing special events for community leaders and corporate sponsors to drive additional business. Monitor and control food and beverage inventories and provide excellent customer service, assisting them in the correct and timely usage of all games and attractions.   * Developed productivity- and profit-driving training programs, order guidelines, and budget control practices implemented in multiple locations. * Provided voice-overs for attraction instructional videos and several Apex radio ad spots. * Incentivized staff with daily and weekly contests to improve morale, enhance customer experience, and increase sales.   **Client Manager**, Consolidated Concepts, Waltham, MA 2018 to 2019  Managed $100M+ in business for 30+ clients for a company that provided consulting services and procurement guidance to emerging and established US restaurant chains. Built new manufacturer and distributor relationships and grew sales portfolio by nurturing existing pipeline relationships and engaging in lead generation activities.  **Restaurant Manager**, 110 Grill Restaurant, Wayland, MA 2016 to 2018  Directed front-of-house and back-of-house operations for the highest-volume location of a small, casual dining chain with annual revenue of $4M. Hired, trained, and managed the performance of kitchen and serving staff. Determined weekly schedules, hours, and task assignments before, during, and after restaurant business hours. Supervised the production and preparation of food in a manner aligned with the establishment’s standard recipe guidelines, and managed supplies and liquor inventory. Maintained high standards for food, beverage, sanitation, and service quality and controlled all payroll and inventory costs to maximize profitability and achieve financial targets.   * Assisted with the opening of 11 new 110 Grill locations, including the training of staff on service standards and recipes. * Consistently maintained liquor costs at 1% under budget by meticulously managing inventory and pour control.   **Assistant Manager**, Moe’s Southwestern Grill, Chelmsford, MA 2014 to 2016  Led daily operations for a locally owned and operated franchise location in partnership with the restaurant manager. Supervised team in offering friendly service to guests while preparing and serving their food. Managed team performance with regular feedback and recognition and ensured that all safety standards and regulations were met. Maintained clean and sanitary environment both in front and back of house, and established opportunities for community involvement and local marketing.   * Earned recognition for lowest employee turnover and highest sanitation scores in the territory.   **Restaurant Manager**, Vincenzo’s Restaurant, Concord, MA 2013 to 2014  Managed all day-to-day operations of a small, privately owned family restaurant with $1M in annual sales, with a focus on a safe and friendly environment, high-performing team members, food and liquor inventory control, and exceptional customer experience. Effectively train and schedule team members to meet customer demand and determine workflow and job assignments while managing payroll expenses. |

|  |  |
| --- | --- |
| **Education** | **Associates Degree in Sports Management**  Concord Community College, Concord, MA |
| **Professional**  **Training** | * Serve Safe & TIPPS Certified |