

Joanne Burr

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Highlights **Revenue Generation • Inventory Control • Employee Relations
Training • Customer Service • Motivator**

Objective Enthusiastic and hard-working restaurant manager with a winning attitude and desire to deliver an exceptional experience. Focused on setting high expectations and raising service standards. Good at reducing turn over and increasing customer satisfaction.

Work **John the Baker**, Pembroke Pines FL, 06/2006 -Present

Experience *Supervisor*

- Oversee employees in front and back of the house to ensure compliance with company
- Perform facility walk-through to assess cleanliness and preparedness at beginning and end of shift
- Take cash and make sure all orders are done correctly

Ingram Tile & Marble, Wilton Manors FL, 1986-1994

Owner & Operator

- Managed all financial aspects of business – including ordering and invoice payment
- Managed all scheduling and front facing customer service aspect of business

Tarks Restaurant, North Miami FL, 1978-1986

Restaurant Manager

- Managed payroll and financial responsibilities
- Managed employee retention and turnover
- Placed inventory and merchandise orders

Education **Middlesex Community College**, 1976-1978

Associates in Arts

Stoneham High School, 1972-1976

High School Diploma

Certifications **ServSafe Food Protection Manager Certification #21555387**

Expires 1/8/2027

