



FRANCISCO
AYALA

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PROFESSIONAL SUMMARY

- Hardworking individual focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success. Through hard work ethic managed to move up the ranks all the way to the General Manager position. Always ready to learn and expand horizons.

SKILLS

- Cross-functional team management
- Cost control and budgeting
- Oversee administrative functions
- Managed front of house and back house operations while adhering to proper flow of the restaurant.
- Oversee bi-weekly ordering for food & liquor
- Problem-solving and critical thinking of current tasks on hand
- Executed weekly inventories
- Upheld high sanitation and safety standards while delivering and serving food.
- Multi tasking greeting guests, answering phones, taking orders, delivering food, and closing checks while maintaining friendly appearance with the rhythm of my team.
- Greeted all guests amiably and efficiently.
- Fostered a fun atmosphere and family-style work environment.
- Oversaw expeditious delivery of appetizers and entrees to diners, verifying proper presentation and quality.
- Kept team ready for any requirement by efficiently restocking stations and maintaining clean work areas.

EXPERIENCE

General Manager, Avila's El Ranchito Mexican Grill, Feb 2017 - Jun 2020, San Clemente, CA

- Maintained an onsite presence to ensure the operations team met all company operational standards.
- Advanced store to the number one sales position by turning performance around by

- restructuring departments and modeling customer service techniques to employees.
- Held associates accountable for meeting established operational guidelines, brand standards, customer service expectations, and company policies.
- Managed the performance of team members, conducted performance appraisals, and managed promotion recommendations.
- Supported back office procedures, including hiring and employment processes.
- Drove shrink results through compliance with all guidelines involving safety, loss prevention, and cash-handling procedures.

Server/Bartender, Avila's El Ranchito Mexican Grill, Jun 2008 - Apr 2020, Santa Ana, CA

- Assisted guests with making menu choices.
- Transported food products, cleaned tables and counters, and stocked dining room supplies.
- Performed side work duties, such as cleaning and [Type] work.
- Entered orders, delivered food and beverages, and processed payments.
- Fostered a fun atmosphere and family-style work environment.

EDUCATION

High School Diploma

Jun 2010

Sonora High School - La Habra, CA

Captain, Sonora Soccer Team

Business

Orange Coast College - Costa Mesa, CA