

# 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 2016 - 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 WEBWEEK{staff} on upselling techniques and by creating a featured food and beverage program.

### **RESTAURANT MANAGER | FOURTH COFFEE BISTRO | JUNE 2013 – AUGUST 2016**

- 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

### **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION | JUNE 2013 | BIGTOWN COLLEGE, CHICO, ILLINOIS**

### **ASSOCIATE IN ARTS IN HOSPITALITY MANAGEMENT | JUNE 2011 | BIGTOWN COLLEGE, CHICO, ILLINOIS**

## Skills & Abilities

- Accounting & Budgeting
- Proficient with POS systems
- Excellent interpersonal and communication skills
- Poised under pressure
- Experienced in most restaurant positions
- Fun and energetic

## Activities and Interests

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