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# JAIME VILCHES

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155, Semel Avenue, Garfield, NJ 07026 ♦ C: 2012832167 ♦ JaimeVilches87@gmail.com

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## PROFESSIONAL SUMMARY

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Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in staff training and development. Highly proactive manager with 12 years of experience in team leadership in the restaurant and hospitality industries. Background includes sales, management in front and back-of-the-house operations. Flexible, results-oriented Manager offering focused leadership and restaurant operations knowledge to drive profitability. Exceptional communication skills. Food service professional adept at FOH and BOH operations. Demonstrated team leader with excellent staff management skills. Driven to raise the bar for fine dining and all aspects of guest relations. Restaurant Manager with expertise in general operations management, special events, staff development and training, recruitment and vendor negotiations. Strong career progression in casual dining. Highly dedicated to career growth.

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## SKILLS

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- Food service background
- Inventory control and record keeping
- Results-oriented
- Business operations expertise
- Natural leader
- Marketing and advertising
- Passion for customer satisfaction
- Conflict resolution techniques
- Service-oriented
- Point of Sale (POS) system operation
- Strong work ethic
- Proven cost-control expert
- Staff scheduling

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## WORK HISTORY

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General Manager, 06/2017 to 08/2018

California Pizza Kitchen at Scarsdale – Scarsdale, NY

- Established restaurant business plan by surveying restaurant demand; conferring with people in the community; identifying and evaluating competitors; preparing financial, marketing, and sales projections, analyses, and estimates.
- Created market and customer-specific marketing solutions for managed restaurant.
- Designed the financial model for a new business unit.
- Analyzed key aspects of the business to evaluate the factors driving results and summarized results into presentations.
- Met restaurant financial objectives by developing financing; establishing banking relationships; prepared

strategic and annual forecasts and budgets; analyzing variances; initiating corrective actions; establishing and monitoring financial controls; developing and implementing strategies to increase average meal checks.

Assistant General Manager, 01/2016 to 06/2017

California Pizza Kitchen at Willowbrook – Wayne, NJ

- Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.
- Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
- Carefully developed a lucrative annual food and beverage marketing plan and strict budget to maximize profits.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
- Prepared for and executed new menu implementations.
- Strategically developed effective marketing plans to increase sales and profits while managing costs.
- Conducted timely performance evaluations for all front of house staff.

Sales & Marketing Manager, 01/2015 to 01/2016

California Pizza Kitchen at Park Ave. South – New York, NY

- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.
- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.
- Developed, implemented and managed business plans to promote profitable food and beverage sales.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Actively participated in ongoing customer service programs to build sales and rapport in the community.

Server, Lead Trainer, Corporate Trainer, 04/2005 to 01/2015

California Pizza Kitchen at Paramus – Paramus, NJ

- Developed and maintained exceptional customer service standards at all locations.
  - Coordinated annual community fund raising events.
  - Scheduled and directed staff in daily work assignments to maximize productivity in over 3 Restaurant Openings.
  - Provided prompt, efficient, friendly, and quality service at all times.
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