

Michael Rader

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Passionate, outgoing service professional with more than 10 years of experience in LA's dynamic food industry and a strong background in sales and team building.

Experience

General Manager

Jan 2022 - Present

Double Zero Venice, Venice, US

- Manage a team of 40 employees, both FOH and BOH positions
- Direct staff and manage resources to meet and exceed monthly sales goals
- Interview, onboard and train new hires
- Manage payroll and schedule for entire staff
- Streamline to-go orders via delivery apps, integrate into POS system
- Run the beverage department, place orders for sodas, beer and wine bi-weekly
- Manage servers and BOH staff in opening and closing duties
- Oversee the dining experience, providing an exceptional level of customer service, support and mentor servers
- Construct nightly sales report
- Lead pre-shift meetings to motivate, educate and guide the staff to the company's weekly and monthly goals, setting a positive and supportive environment for entire staff
- Plan and direct all daily operations of the restaurant
- Maintain an exceptional level of standards for food, service, health and safety
- Ensure efficient and profitable business performance of the restaurant and optimize staff and resources
- Consistently provide a quality product and customer service experience

Manager

Nov 2020 - Jan 2022

MMD, Los Angeles, US

- Open and close dispensary for operating hours, processed financials for day's total sales, COA's, invoices and other office clerical work
- Revamped POS system, installed Blaze POS in two store locations
- Reworked Budtender training program, set up Q and A's with vendors for enhanced product knowledge
- Processed weekly payroll and scheduling for entire staff at two locations

Assistant General Manager (AGM)

Jul 2019 - Nov 2020

Taste at the Palisades, Pacific Palisades, US

- Overhauled and reorganized service stations to create a more functional workspace, decreased rework, created a safer working environment and increased timeline of service
- Networked and maintained relationships with neighboring businesses to collectively increase customer inflow
- Managed FOH and BOH employees at both high volume locations
- Processed weekly payroll and scheduling for entire staff across both locations

HVAC Sales Representative

Jun 2012 - May 2020

Phoenix Air Conditioning, Glendale, US

- Served as the leader of the sales department to process and ensure customer satisfaction
- Established customer rapport with products and services
- Formed accurate and complete sales proposals
- Helped facilitate post-sale transitions with installation managers and installers
- Educated prospective customers on the superior quality products/services
- Continually outreached on assigned accounts to generate additional leads
- Followed up with existing sales bids and leads
- Maintained customer information updated in the CRM Program
- Participated in training on the latest industry technologies
- Supported team members and peers to achieve KPIs
- Educated and trained team members on how to read and design blueprints, offer quotes, write proposals, contracts, and problem-solve for clients in all things HVAC and refrigeration

Manager

Jan 2017 - Jul 2019

Khong Ten, Santa Monica, US

- Consulted owner throughout restaurant opening process, assisted in choosing location, design, POS system and menu
- Managed FOH and BOH employees
- Processed financials at the close of each shift
- Processed weekly payroll and managed calendar for all employees
- Lead departmental meetings and directed staff
- Facilitated nightly "feedback sessions" with servers and server assistants
- Bartended lunch and brunch shifts, serving unique craft cocktails

Manager

May 2012 - Jul 2017

The Spot Encino, Encino, US

- Managed a team of 20 to 40 employees per night in both FOH and BOH positions,
- Opened and closed for lunch and dinner services
- Lead pre-shift and staff meetings, developed light scheduling, managed inventory/data entry and product ordering
- Processed food orders and customer payment via Aloha P.O.S.

Skills & Specialization

Sales, Administrative Experience, Team Management, Leadership, Calendar Management, Labor Cost Analysis, Marketing, Pricing, Interviewing, Budgeting, Recruiting, Payroll, Negotiation, Guest Services, Purchasing, Employee Orientation, Inventory Control, Events Management, Human Resources, Management, Event Planning, Restaurant Management, Conflict Management, Quality control, Cost accounting, Sales Management, Inventory management, Forecasting, Fundraising, Financial analysis, Merchandising, B2B sales, Financial acumen, POS, Social media marketing, Social media strategy, Google Suite, Social media management, P&L Management, Strategic Planning, Business Development, Financial planning, Microsoft Word, Computer skills, Google Docs, Catering, Product demos, Kitchen Management Experience, Food Safety, Product management

Education

Coronado High School

Henderson, US