# Objective

As an experienced and accomplished Business Owner, Restaurant Manager, and Employee with many years of experience, I am looking to leverage my extensive background, education, skills and past experiences in a way that is mutually beneficial to both me and my employer and allow for future growth and advancement within the Company.

# Professional Experience

## Costco Wholesale, 305 West Quinn Road, Pocatello, Idaho, 83201

08/18/2010 to 03/24/2011

Cashier Assistant: Packs member orders into boxes and transfers items to a separate cart for Cashiers. Performs clean-up, cart retrieval, merchandise restocking and runs for items as directed.

Cashier: Processes member orders, collects payment while providing a high level of member service. Performs clean up, department set-up and closing tasks as necessary.

Stock Clerk: Stocks and straightens merchandise for sale in the warehouse. Clears and cleans aisles, and assists members.

Food Counter Attendant: Prepares and sells food and drinks to customers. Pulls and stocks supplies and ingredients, cleans kitchen area and eating area. Provides prompt and courteous member service.

Service Station Attendant: Asks customers the type and amount of fuel they want and answer their questions. Fills fuel tanks of vehicles or supervise customers as they fill their own tanks. Clean windshields. Check vehicle fluid levels and air pressure in tires. Add fluids or air as needed. Charge purchases to customers' credit or debit cards. Prepare daily reports of fuel, oil, and accessories received or sold. Assist with merchandise displays and take inventory of stock. Clean parking areas, offices, and equipment, and remove trash. Assist fuel suppliers when the fuel load comes to quickly unload fuel and clear the area.

Membership Assistant: Processes member sign ups, renewals and added cards. Instructs members and potential members about membership, warehouse and credit programs. Assists members regarding item availability. Issues replacement and temporary cards, keys credit applications and provides a high level of member service.

## Ruby Tuesday, 2365 Via Caporatti Drive, Pocatello, Idaho, 83201

07/07/2007 to 09/01/2010

Manager:

Responsible for the day-to-day management of the restaurant. Responsible for teaching, training, and leading Team Members. Must present a professional image at all times. Must coach, counsel, and develop Team Members to maximize sales and profitability, control expenses, meet budgetary constraints, handle Guest complaints, and ensure sanitation, safety and food quality. The Manager is a champion of the Ruby Way and is expected to consistently model the behavior expected of Team Members.

Ensure each guest receives excellent service by leading and modeling the Ruby Way.

- Recruit, train, develop, and communicate through consistent daily interactions with all Team Members.

- Complete focal point review development plans for Team Members, including regular one-on-one follow-up regarding the progress of the development plans.

- Adhere to company policies, procedures, all state and federal wage and hour regulations, and restaurant filing responsibilities.

- Ensure all equipment is in good repair.

- Manage all processes including line checks, pull thaw, prep lists, food inventory, beverage cost, truck orders, food safety, etc.

- Verify that all food is prepared to spec with regard to portion, preparation, and plate presentation.

- Responsible and accountable for key results to include food cost, inventory levels, utility usage, and Health Department ratings.

- Conduct initial interviews with potential hires and make recommendations on candidates to move forward in the interview process.

- Responsible for execution of new initiatives including new product and menu rollouts.

- Write and manage Team Member schedules.

## Finish Hardware Showroom, 365 East Sunland Drive, St. George, Utah, 84707

01/01/2011 to 01/01/2011

Owner/Operator

Meet with owners, contractors, and architects to monitor projects and solve problems. Meet with potential customers at the showroom. Provide polite and efficient service to customers. Determine each customer's needs. Answer all questions that customers have about the products that are on display at the showroom. Drive to the jobsite and perform a detailed list of all hardware needed on the home. Schedule all appointments at the showroom or at the job site. Prepare a detailed bid for the customer. Follow up with the customer and answer any final questions or concerns that they may have. Travel to visit potential buyers and current clients. Discuss clients' needs, and how their company's products or services can meet those needs. Show products or catalogs. Give information about prices and availability. Take orders and resolve problems or complaints with the merchandise. Help install new equipment and train employees. Design proposed plans of hardware layout and suggest any options. Estimate cost savings. Negotiate sales. Decide how and where merchandise should be displayed in the showroom. Obtain new client accounts. Follow leads and participate in trade shows. Analyze sales statistics and study product literature.

I have developed many skills including but not limited to the following: Making decisions and solving problems, Communicating with supervisors, peers, or subordinates, Getting information needed to do the job, Communicating with people outside the organization, Guiding, directing, and motivating others, Developing and building teams, Establishing and maintaining relationships, Developing goals and strategies. Monitoring and controlling resources. Analyze data and information, Judging the value of objects, services, or people, Resolving conflicts and negotiating with others, Evaluating information against standards, Identify objects, actions, and events, Organizing, planning, and prioritizing work. Explaining the meaning of information to others, Updating and using job-related knowledge, Processing information, Coordinating the work and activities of others, and Coaching others.

# Education

## CCUSD, Colorado City, Arizona, High School

## Dixie State College, St. George, Utah, GED

# Technical Skills

**Core Competencies**

**Certificates and Awards**

**Portfolio of Projects**

# References and Testimonials

## Jodi Bates, Ruby Tuesday

(208) 251-1253

## John Perry, Ruby Tuesday

(208) 760-0234

## Kurt Wilson, Bumbleberry Restaurant & Gift Shop

(435) 772-3224