

CARLA RUIZ

Restaurant Manager

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 (123) 456-7890

 Denver, CO

 LinkedIn

SUMMARY

Seasoned Restaurant Manager with 5+ years in management and 7+ years in the restaurant industry. Seeking an opportunity to utilize my advanced FOH skills and ability to manage diverse teams at an artistically expressive, acclaimed restaurant like Qui vivra verra.

EDUCATION

Bachelor of Science

Business Administration

**University of Colorado,
Boulder**

 2009 - 2013

 Boulder, CO

SKILLS

- Patient
- Safety
- Scheduling
- Organized
- Customer Service
- Verbal Communication

WORK EXPERIENCE

Restaurant Manager

Empanada City

 2018 - current  Denver, CO

- Conducted interviews, oversaw the hiring process, and ran staff training for 20+ employees
- Adapted to pandemic practices, signing on with ChowNow and UberEats, **maintaining 90% of revenue during April 2020**
- Encouraged a positive, collaborative environment for front of house workers, resulting in a 5% in staff turnover and 200+ hours per years saved in on-boarding time
- Generated regulations and safety standards checklists and reminders, posting them in staff areas, resulting in 0 policy violations and 99% on health inspections
- Spearheaded transition to online scheduling and hours billable on 7Shifts software

Restaurant Assistant Manager

Gloria's Restaurant

 2015 - 2018  Denver, CO

- Connected with local vendors for specialty ingredients, negotiating prices 6% below budget
- Assessed equipment and kitchenware needs, ordering replacements and repairs, resulting in 0 instances of equipment malfunction during operating hours
- Supervised staff, disciplining with oral reprimands, written warnings, and suspension as needed, **maintaining 4.8 stars on Google Reviews through reliable, communicative staff**

Server

Buffalo Wild Wings

 2013 - 2015  Denver, CO

- **Exceeded sales targets by 11%** by understanding diner preferences and recommending high-margin menu items
- Coached new servers on up-selling strategies and improving customer service quality, leading to a **16% increase in revenue in 2014 and 2015**
- Collaborated with co-workers, covering all diner needs and reducing wait-time for tables by 18 minutes
- Provided welcoming and prompt customer service while tending to 12 tables and turning tables within 30 minutes of customer seating