
MORGAN GRIFFIN

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Professional Summary

- Excellent track record of resolving issues, increasing customer satisfaction, and driving overall operational improvements.
- 15 years of strategic Management experience leading in all areas of customer service, including Bar management, Kitchen management, Catering/Banquet Management and General Management.
- Pursuing a new position that rewards hard work and dedication.
- Adaptable and deadline-driven, with the ability to manage and complete multiple projects in high-stress situations.
- Dedicated to providing excellent customer service and efficient conflict resolution.
- Working with people at all levels is highly effective and comfortable for me.
- Team-oriented individual with a strong work ethic and advanced problem-solving abilities.
- Dedicated to learning, growing, and succeeding in all areas of customer service.

Skills

- Verbal and written communication
- Coaching and mentoring
- Team standards
- Conflict resolution
- Customer service-oriented
- Staff training/development
- Customer service
- Effective leader
- Relationship building
- Employee scheduling
- Inventory management
- Food preparation and safety

Work History

May, 2018 to Present

Hospitality Manager - Traditions Spirits - Thackerville, OK

- Improved operational success by employing effective staffing, providing excellent training, adhering to safety regulations, and providing prompt customer service.
- Used Agyllis and InfoGenesis to reconcile daily sales transactions in order to balance and log day-to-day finances.
- Maintained project quality with a hands-on management style.
- Was in charge of hiring, assigning, training, motivating, and terminating employees.
- Used Excel to log cost and expenses in weekly Flash Reports to maintain running costs to prevent spending over our monthly budget.
- Presided over weekly meetings with executive leadership to identify areas for improvement, set milestones, and customize products for specific markets.
- Filed incident reports and dealt with inappropriate behavior to document problems and disturbances.
- Provided support and mentoring to new team members as they learned various navigational duties, such as cash handling procedures and scheduling.
- Calculated inventory correctly and placed orders for the necessary supplies.
- Was in charge of training and directing team members in the use of effective methods, operations, and procedures.
- Devised amusing team-building activities to encourage employees to up sell in order to meet revenue goals.
- Was able to recognize problem situations quickly and skillfully resolve incidents to the satisfaction of all parties involved.
- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.
- Was in charge of payroll and timekeeping, as well as the completion of necessary paperwork for new hires and terminations.
- Helped to create a positive environment by going above and beyond to ensure that each customer received excellent food and service.
- Managed up to a 90-person team of front-of-house and back-of-house staff for a high volume full service restaurant.
- Provided in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.

March, 2010 to May, 2018

Kitchen Supervisor - Toby Keith's I Love This Bar And Grill - Thackerville, OK

- Checked the temperature levels in the freezer and refrigerator to ensure proper functionality prior to each shift.
- Kept optimal inventory levels and kept food costs within budgetary constraints.
- Effectively communicated with kitchen staff about customer allergies, dietary requirements, and other special requests.
- Oversaw a team of skilled kitchen workers who prepared and served meals.
- Followed all health and sanitation rules and regulations.
- Cleaned, sanitized, and organized food speed racks, bins, and dry storage racks to keep food storage areas neat and prevent food-borne illness.
- In charge of [number] employees per shift.
- Received deliveries and signed off on the items I had received.
- Was in charge of overseeing the preparation, production, and presentation of food in accordance with quality standards.
- Delegated tasks to team members to increase productivity.
- Closed down the kitchen and followed the closing checklist for the kitchen stations after each shift.
- Coached kitchen team members and motivated performance in order to achieve demanding objectives in high-volume kitchen settings.