

Alexander Biggs

Asheville, NC

afbiggs73@gmail.com

(828)275-9732

Motivated and Growth oriented Restaurant Assistant General Manager with 3+ years of management at the busiest location in a small, but very successful chain of restaurants. Comprehensive skill set with multiple years in customer service, e-commerce, and team driven businesses. Leadership focused by galvanizing staff into providing exceptional service by consistently implementing company morals in all aspects of business. Noted for outstanding service/communication skills with both customers and staff through developing and implementing daily organizational plans in order to achieve successful shifts. Technologically advanced with the ability to quickly adapt to ongoing changes. Continuous growth and constant thirst for knowledge promotes an open minded attitude to lead towards ongoing success.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Beverage Manager

Farm Burger - Asheville, NC

May 2021 to Present

- In charge of counting current inventory/ordering all beer and wine on a weekly basis.
- Create strong connections with beer reps from many different breweries both locally and out of town.
- Establish an open line of communication with reps in order to learn about new products.
- Plan events with breweries such as Tap Takeovers in order to help promote local breweries and their products.
- Determine beer pricing based on the purchase price and our required cost of goods sold percentage.

Assistant General Manager

Farm Burger - Asheville, NC

March 2019 to Present

- Second in command at a busy and successful restaurant in the heart of Downtown Asheville.
- In Charge of ensuring a strong overall customer experience and make final decisions on matters of importance and guest issues as they arise.
- Manage Front of House staff on a daily basis which includes:
 1. Having pre-shift meetings to discuss goals, directions and expectations for each shift while also assigning each employee to working positions.
 2. Evaluate each team member's strengths & weaknesses on each shift in order to assign each employee a specific position that best sets us up for a successful shift.
 3. Administer ongoing feedback to ensure staff is providing the best overall customer experience by exemplifying company values.
 4. Control labor & properly staff based on expected sales.
 5. Deal with any employee concerns/issues and make sure each team member is provided with the proper necessities to be successful.

- Resolve customer concerns and issues that arise with the mindset of making sure every customer leaves satisfied and feels that we fixed their concern in the best way possible
- Responsible for quality control by ensuring all food that comes from the kitchen meets our high company standards including ticket time durations and overall food quality
- Ensure staff is following all Food Safety and Health Guidelines while also being prepared for a health inspection at any given moment.
- A crucial member in both the recruiting and termination process while also making sure to address staff members as needed in order to ensure company values/customer care is a top priority that's being executed properly
- Regularly train new employees and new manager appointees by first providing an in depth orientation that profoundly lays out company values, culture, and expectations. Then a multi day in depth training process is conducted.
- Responsible for weekly orderings of all paper products used in the restaurant.
- Responsible for inventory counts of all paper products which is conducted on a weekly basis and then used as key part in the calculation of our Cost of Goods Sold (COGS).
- Required to always be mindful of COGS and Profit&Loss metrics in order to satisfy our company goals, as well as taking corrective action if our data does not fall into our acceptable zone.
- Provide full transparency to company leadership on all aspects of performance.

Photo Booth Technician

Boone Photo Booth - Boone, NC

July 2018 to January 2019

- Assembled photo booth that would be rented out for a variety of events.
- Worked closely with the owners to maintain proper function of the booth during events.
- Provided instructions to customers on proper use of the booth as well as giving them costume props to wear when taking the photos.

Caterer, Host, Cashier and Server

Hawg Wild BBQ

2014 to 2017

- Place of work each summer between college semesters.
- Responsible for packing food, driving to locations and serving food for multiple catering events.
- Responsible for greeting customers at the front door, bussing tables, and operating the cash register.

Education

B.S.B.A in Business Management

Appalachian State University - Boone, NC

August 2013 to December 2018

Certifications and Licenses

ServSafe

February 2020 to February 2025

- Received ServSafe Certification from the National Restaurant Association after completing course and passing exam.