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| May Riley |

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# Profile

Friendly and engaging team player and leader able to inspire staff to perform their best. Detail oriented and experienced restaurant manager passionate about food and beverages. A multi-tasker who excels at staff training and recruiting with a track record of inspiring great customer service and customer satisfaction. Regularly exceed sales goals. A master in the art of upselling.

# Experience

## Restaurant Manager | Contoso Bar and Grill | September 2005 – Present

* Recruit, hire, train, and coach over 30 staff members on customer service skills, food & beverage knowledge, sales, and health & safety standards.
* Reduced costs by 7% through controls on overtime, operational efficiencies, and reduced waste.
* Consistently exceed monthly sales goals by a minimum of 10% by training FOH staff on upselling techniques and by creating a featured food and beverage program.

## Restaurant Manager | Fourth Coffee Bistro | June 2000 – August 2005

* Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
* Grew customer based and increased restaurant social media accounts by 19% through interactive promotions, engaging postings, and contests.
* Created and implemented staff health and safety standards compliance training program, achieving a score of 99% from the Board of Health.
* Successfully redesigned existing inventory system, ordering and food storage practices, resulting in a 6% decrease in food waste and higher net profits.

# Education

## B.S. in Business Administration | June 2000| Bigtown College, Chicago, Illinois

## A.A. in Hospitality Management | June 1998| Bigtown College, Chicago, Illinois

# Skills & Abilities

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| * Accounting & Budgeting * Proficient with POS systems * Excellent interpersonal and communication skills | * Poised under pressure * Experienced in most restaurant positions * Fun and energetic |

# Activities and Interests

Theater, environmental conservation, art, hiking, skiing, travel