**Dennis Down**

3402 Haydee Rd

Spring, TX 77381

**(734)620-1724**

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**Objective**

To transition into a more challenging career that is more in line with my work ethic and drive.

**Qualifications/Skills:**

**Excel at completing tasks in a fast paced, deadline oriented environment**

**Strong customer service skills- maintaining customer satisfaction to company standards therefore increasing customer retention**

**Effective at developing a well rounded team**

**Initiated profit growing promotions**

**Oversight of cost control, able to anticipate company’s needs**

**Dedicated employee that has worked from an entry level position to the top**

**Work History**

**Crew Member, Manager, GM July 2003 - May 2013**

**Jet’s Pizza Westland, MI**

Responsible for all daily operations of the store. I oversaw staffing from hiring, training, to disciplinary action. Maintained customer satisfaction by personally resolving any complaints. I estimated inventory needs based on previous consumption, current market, projected busy/slow days. Handled all food, beverage, and produce ordering. I controlled labor costs by effectively scheduling staff during peak/ non-peak times. I also assisted in ensuring compliance with all local health/sanitation codes.

**Manager June 2013 – June 2014**

**Tony Sacco’s Pizza Novi, MI**

Responsible for all daily operations of the store. Assisted with in store and out of store promotions to help establish the restaurant in the community. Recreated menu items and recipes. Assisted with staff hiring, training and disciplinary actions. Oversaw employee contests to help promote and create new menu items. Helped control labor and food cost.

**General Manager July 2014 - present**

**Jet’s Pizza Tomball, TX**

Completed 200 hours of re-training at Jet’s Pizza Corporate in Michigan before relocating to Houston to open a brand new store. Oversaw the design and layout of the restaurant. Assisted in the complete build out of the location. Responsible for all daily operations of the store. Responsible for all staffing and training. Responsible for all ordering (food, beverage, equipment, small wares, etc.) Responsible for all food and labor costs. Responsible for customer satisfaction and handling all customer complaints. Assisted with promotions, flyers and EDDM’s. Responsible for maintaining and repairing all equipment. Assisted with the buyout and re staffing of another Jet’s Pizza in downtown Houston(TX-09). Handled all daily operations, ordering, and staffing for that location as well.

**References**

Joe Lavigne

Owner Jet’s Pizza (Michigan)

734-536-6645

John Hensley

Owner Statewide Insulation

734-231-2479

Stephanie Kemppainen

Co-worker Jet’s Pizza (Michigan)

734-620-1246