



Janet Smith

Restaurant Manager with 3+ years of experience motivating waitstaff, resolving customer concerns, and reducing staff turnover. Recent highlights include launching a featured food program that drove double-digit revenue growth. Expert user of restaurant management software like Touch Bistro and Toast POS.

Professional Experience

Front-of-House Manager

Fine Dining Foods, Scranton, PA | October 2019 to Present
[Popular upscale restaurant with 50+ employees]

- ◆ Oversee team of servers, bartenders, cleaning crew, and hosts and hostesses to ensure restaurant is presentable for customers
- ◆ Trained 30+ staff members on expectations for fine dining service and health and safety compliance
- ◆ Launched a featured food and beverage program that grew revenue 15% in the first month

Lead Server

Big Steak House, Scranton, PA | August 2017 to September 2019

- ◆ Greeted customers and served 25+ tables daily
- ◆ Handled all customer complaints with tact and diplomacy, quickly resolving any issues
- ◆ Attended all voluntary training opportunities to better learn the menu and make food recommendations, increasing average ticket revenue by 9%
- ◆ Earned a 98% customer satisfaction rating

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Education

Bachelor's Degree Food Service Management
Penn State University,
State College, PA 12019

Key Skills

- Customer Rewards Programs
- Menu Design & Development
- Process Streamlining
- Revenue & Profit Growth
- Social Media Marketing
- Staff Training & Coaching
- Talent Retention