

Alyssa Brown

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A General Manager with eight years of experience within the restaurant industry, specializing in operations management, logistics, vendor management, and P&L. A strong history of developing innovative business strategies to improve gross margins. Adept at recruiting, training, and building teams to deliver an unparalleled dining experience.

Education

Bachelor of Science (B.S.)
Business Administration
Temple University, Philadelphia, PA
September 2010 ■ May 2014

Key Skills

- ◆ Team Management
- ◆ Operational Excellence
- ◆ Restaurant Management
- ◆ Customer Service
- ◆ Vendor Management

Professional Experience

General Manager
Fogo de Chão, Philadelphia, PA | July 2017 - Present

- Oversee operations for a high-end Brazilian steakhouse, manage P&L valued at over \$15M, and identify opportunities to enhance workflows and operational efficiency
- Manage 50 servers, hostesses, and sous chefs, and lead efforts to improve communication between front of the house and back of the house during high volume periods
- Develop new procedures to improve inventory management and forecasting, which has reduced waste by 15%
- Coordinate with corporate leadership to implement Covid-19 safety protocols, including rapid testing and mask mandates

General Manager
Gentile Italian Cuisine, Philadelphia, PA | May 2014 - July 2017

- Managed all aspects of daily operations for an upscale Italian restaurant and led initiatives to improve marketing outreach on social media and within the local community, which increased annual revenue from \$2M to \$2.8M over three years
- Conducted negotiations with vendors to secure optimal pricing for food products and ingredients, which reduced costs by 15%