

Professional Experience

Restaurant Manager

Culinary Cafe, Washington, DC | May 2015 to Present

- * Helped plan and design restaurant's front and kitchen prior to grand re-opening
- ◆ Increased seating capacity 20% while maintaining compliance with health codes and regulations
- ◆ Spearheaded marketing campaign that increased revenue 68% and led to 6 months of sold-out reservations
- ◆ Improved customer satisfaction ratings by 9% using instant reservations software that minimized wait times

Assistant Manager

Faster Food Restaurant, Alexandria, VA| October 2013 to April 2015

- ◆ Performed multiple walkthroughs daily to ensure dining area met corporate **guidelines** for cleanliness and table turnover
- ◆ Reduced staff turnover by introducing more flexible time-off policies and a **bidding** system for pm shifts
- ◆ Cut costs 8% by reducing inventor/ waste and establishing stricter overtime **controls**

Education

Bachelor of Business Management

University of Richmond, VA

Language

- ◆ Fluency in Spanish

William
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Restaurant Manager with 9+ years of experience driving revenue growth, reducing staff turnover, and building goodwill with customers. Draw on broad, deep knowledge of restaurant best practices and health and safety regulations. Bilingual: Fluent in English and Spanish.

Key Skills

- Budgeting & Cost Accounting
- Conflict Resolution
- Marketing Strategy Development
- Regulatory Compliance
- Staff Training & Coaching
- Talent Retention
- Task Prioritization
- Team Leadership & Motivation
- Time Management