

CANDACE D. COLLINS

Los Angeles, CA

[e] speak2cdc@yahoo.com [c] (323) 816-6163

PROFESSIONAL SUMMARY

Significant expertise, spanning more 15+ years, highly accomplished restaurant and hospitality practitioner with extensive range of knowledge and hands on practicum of restaurant management, staff management, customer service, and front /back of the house supervision spanning more than 15 years. Business acumen also includes point of sales (POS) equipments, product marketing campaigns, inventory, budgeting and overall asset maintenance. Regarded as analytical, detailed oriented, and extremely proficient. Consistent display of competence, countenance and problem solving resulting in wins.

Soft Skills

- Assessment Management (*resource allocation, administrative discipline, capability gaps*)
- People positioning (*talent identification, recruitment, development through empowerment/training*)
- Communication (*evaluation of schematics, written description, and customer facing*)

Hard Skills

- NCR Aloha hospitality system
- Windows system (Excel, Word, Publisher, Andriod and IOS Pos system)

PROFESSIONAL

Coffee Bean & Tea Leaf

District Manager

2013 to Present

General Manager

2008 to 2013

- Executing standards in recruiting, hiring, training, guest services, visual merchandising, and store operations
- Execute plans to drive key performance indicators to maximize profitability
- Enhance brand loyalty by empowering team to create a natural and personable experience for customers
- Act as a partner between customers, sales associates, store leadership and corporate business partners
- Maintains a high level of customer focus and leads by example with clear and engaging communication
- Ensures visual directives and standards are maintained
- Passion for teaching associate's product knowledge and how to apply their learnings to the customer experience
- Ensuring execution of operational standards within the district
- Actively manages succession planning with consistent attention to identifying, training and developing management candidates.
- Assists in the identification, nomination and maintenance of District Training Stores as needed

Burger King

June 1999 to October 2008

General Manager

- Ensures that an excellent level of Customer Service is provided in all assigned locations including the District Office where applicable. Responsible for teaching all Associates to provide a high level of Customer Service at all times.
- Responsible for conducting multi store visits. This includes the administration, tracking and follow-up.
- Ensured all company standards are executed with excellence in all assigned locations.
- Ensured a safe, accident-free environment for all Customers and Associates. Maintains compliance to all state, local and federal regulations.
- Assisted with all store related employee relations issues partnering with HR.

- Maintains adherence to company safety policies and ensures the safety of associates and customer.
- Assesses and escalates any inventory level discrepancies.
- Coordinated staff to make store hours and customer flow run in a professional manner
- Conducted new hire interviews and training according to districts needs
- Assisted GM's with quarterly forecast, weekly schedules and with monitoring labor to be consistent with store sales and productivity guidelines.
- Maintain positive working relationships with direct reports, peers, supervisors, suppliers, and customers effectively handling complex or difficult situations involving others.
- Responsible for second interviewing process for management level new hire.

EDUCATION

West Los Angeles College
Major: Business Management

ADDITIONAL CONSIDERATIONS

Website: <https://ecstatic-ardinghelli-dd7d96.netlify.com/>