

# **Lance E. Crowder**

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## **CAREER OBJECTIVE**

I am seeking a position in that utilizes my education, experience and leadership skills, where I can excel, and promote the goals of the organization.

## **EXPERIENCE**

### **Manager – Main Event Entertainment, San Antonio, TX**

April 2014 – Present

Supervise, train and oversee a staff of 200 employees

Opened San Antonio West Location

#### **Catering Manager**

Set company record Guest Satisfaction Index (GSI) for Birthday Parties (86%)

#### **Bar Manager**

Ended routine stock outs in the bar

Increased LBW sales by \$1200/period

Reduced cost percentage by 6%

Increased Bar GSI

Maintained 4 perfect secret shops in a row

#### **Bowl Manager**

Increased shoe rental sales over \$1000/period

Implemented cleaning schedule for lanes and bowl desk

Implemented scheduling template that reduces Bowl Labor by 56 hours a week while maintaining GSI and sales

#### **Service Manager**

Created a new Service Training procedures

Recovered staffing levels from 25% to 110%

Increased GSI 12%

Promoted two of my trainers to the corporate New Center Opening teams

**Manager – Buffalo Wild Wings, San Antonio, TX**  
January 2014

May 2013 –

Supervise, train and oversee a staff of 50 employees

Reorganized bar for more streamlined service, as well as to obtain and maintain cleanliness.

Reorganized cleaning schedule for the Front of House to increase the cleanliness of the restaurant and to make it easier to keep clean

Reduced labor cost by 5% by monitoring labor needs and changing Staff In/Out times to more closely reflect business needs.

**Manager – The Ticket Sports Pub, San Antonio, TX**  
December 2012 – May 2013

Supervise, train and oversee a staff of 20 employees

Increased Tuesday sales, by partnering with restaurants in the area, from an average of \$1300 to over \$2000 weekly

Have worked to increase daily sales and traffic in the pub by increasing the number of “River Rat Regulars” by doing bring a friend specials

Created a Floor Plan, Food Order Sheet, Liquor Pars, and a Drinks Recipe Book from scratch

**Manager – Mad Dogs River Walk, San Antonio, TX**

August  
2003 – March 2012

Supervise, train and oversee a staff of over 60 employees

Implement and oversee service training and ensure adherence to standards

Reduce employee turnover

Ensure customer satisfaction while achieving and maintaining Liquor, Beer and Wine (LBW) cost at approximately 15% while setting record sales numbers

Help to achieve number one in LBW sales in the 78205 Zip Code and top 10 in Bexar County and San Antonio, according to 2012 TABC reports

Document and analyze sales data for forecasting and goal setting for self and staff

Reduced security incidents and eliminated violent incidents by installing a dress code, increasing the professionalism of the security staff and thorough service staff training

Have created a Security Policy and Procedures Training Manual to be used by international franchises

**PC Technician – Crowder Computers, Von Ormy, TX**  
August 2003

April 2002 –

Startup business specializing in PC repair to finance education

**CBR Platoon Sergeant – U.S. Marine Corps Reserve, Fort Worth, TX**  
October 2003

October 1995 –

Accurately programmed and operated Firefinder Radar System (AN/TPQ-36)

Responsible for mission accomplishment of platoon of over 40 Marines

Responsible for defensive positions and protection of Radar and Marines

Promoted to the rank of Sergeant in less than 4 years (usually accomplished in 6 years)

Hold multiple awards and letters of commendation

## EDUCATION

**The University of Texas at San Antonio**

Bachelor of Business Administration (Infrastructure Assurance)

Graduated:  
Summer2008