

CORPORATE TRAINER/TRAINING, HR & RECRUITING MANAGER

Professional Summary

Guest focused, multi-faceted Corporate Trainer, HR, Recruiting & Restaurant Manager, offering a 20 year dedication to achieving the highest level of service standards. Adept in cultivating new employees by developing and implementing comprehensive training programs and consistently offering an unparalleled commitment to meeting and exceeding expectations.

Core Qualifications

- Strong leader
- Guest-oriented
- Dedicated Team Player
- Detail-Oriented
- Energetic
- Microsoft Office
- Results-oriented
- Training and development
- Full service restaurant background
- Hiring, training & recruiting
- Adaptable
- Excellent communication skills
- Exceptional multi-tasker
- Reports generation and analysis

Accomplishments

- Planned, created and delivered Diageo and Moet Hennessy sales presentations. Recognized as top sales generator, ranking in top 3 for the duration of tenure. Participated in various incentive programs Contests designed to support achievement of production goals
- Developed, created and implemented training program for multiple restaurant concepts.

Experience

Corporate Trainer/Training, HR & Recruiting Manager Sep 2010 to Current
Wesco 1/4 Webster , MA

Hired, supervised and trained all opening staff at 5 locations. Provided orientation for all new hires, staff and management for both FOH and BOH. Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques, and guest interactions. Developed and maintained a staff that provided hospitable, professional service while adhering to policies and business initiatives. Developed and maintained exceptional customer service standards.

Outside Sales Representative Aug 2006 to Aug 2007

Wesco 1/4 West Columbia , SC Retained and ensured proper handling and care of 50 existing client accounts. Grew existing account base by 30%. Consistently met and exceeded department expectations for productivity and accuracy levels. Identified prospective customers using lead generating methods and performing cold calls daily. Addressed customer questions and concerns regarding products, prices and availability. Delivered exceptional account service to strengthen customer loyalty. Determined the cost and pricing of proposals and bids. Recommended and helped customers select merchandise based on their needs. Achieved 100% of quota within the first year as Sales Representative.

Outside Sales Representative Aug 2002 to Aug 2006

Podium 1/4 Phoenix , AZ Planned, created and delivered Diageo and Moet Hennessy sales presentations. Recognized as top sales generator, ranking in top 3 for the duration of tenure. Participated in various incentive programs Contests designed to support achievement of production goals. Retained and ensured proper handling and care of 60 existing client accounts. Consistently met and exceeded department expectations for productivity and accuracy levels. Received company Employee Performance Awards; trips and monetary after increasing placements and sales goals for 4 consecutive quarters.

Corporate Trainer Jul 2001 to Aug 2002

Podium 1/4 Lehi , UT

Responsible for learning and educating staff on Liquor, Beer and Wine pairings. Maintained highest level of service standards to achieve an exceptional guest experience.

Corporate Trainer J Alexander's 1/4 City , STATE

Tasked in training all new hires. Responsible for maintaining the highest level of service standards

Restaurant Manager, Dining Room Supervisor, Corporate Trainer Oct 1993 to Jul 2001
Cooker Bar And Grille 1/4 City , STATE

Assisted in the opening of 3 new locations

Developed and maintained a staff that provided hospitable, professional service while adhering to policies and business initiatives.

Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.

Managed accounts payable, accounts receivable and payroll.

Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met. Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques, and guest interactions. Minimized loss and misuse of equipment through proper restaurant supervision and staff training.

Education

License , Real Estate 2008 Hondros College Real Estate License: Hondros College 2008

Liberal Arts Bowling Green State University i¼ City , State , US

1991-1993

High School Diploma 1991 Notre Dame Cathedral Latin i¼ City , State

Skills

New Hires, Training, Outside Sales, Sales, Sales Representative, Customer Service, Employee Performance, Incentive Programs, Sales Goals, Sales Presentations, Top Sales, Corporate Trainer, Educating, Restaurant Manager, Pricing, Proposals, Quota, Accounts Payable, Accounts Receivable, Credit, Detail-oriented, Energetic, Excellent Communication Skills, Hr, Multi-tasker, Payroll, Recruiting, Self Motivated, Staff Training, Team Player, Training Programs, Real Estate