

TYCEMICHAEL HAYES

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HIGHLIGHTS

- Full service restaurant background
- Customer-oriented
- Culinary arts education
- Hiring and training
- Stable work history
- Operations management
- Strong leader
- Staff development talent
- Adaptable
- Bilingual in Spanish, Portuguese, Tagalog & Ilokano

SUMMARY

I have been apart of the food & Beverage Industry for over 25+ years. I'm looking to further my knowledge within the Industry with hopes to achieve a more well rounded understanding that will take me to eventually leading and developing and inspiring others. I am ambitious, driven , and eager to learn. I have served the Industry in positions such as Cooperate, GM, Service & Culinary manager and have been very successful thus far in all areas.

EXPERIENCE

CALIFORNIA PIZZA KITCHEN

Hollywood, CA

Asst. General Manager

10/2017 to 02/2019

I had the opportunity to help redesign training and developing programs and implementing them into the four walls. Catering to the employee and guest needs being the foreground of my duties as a manager . I served as the bar manager in charge of ordering liquor keeping the liquor cost to accommodate meeting the triple bottom line. I also did weekly Inventory reports making sure revenue, employee hours, and expenses stayed in track with the triple bottom line.

ROMANOS MACARONI GRILL

Northridge, CA

Service Mgr & Culinary Manager

06/2016 to 06/2017

Throughout my years with the company I have had the opportunity to adhere to many different roles within. Being a veteran of 24+ years and having the knowledge that I have obtained allowed me to continue to train, develop , and fill in wherever needed.

SADDLE RANCH CHOP HOUSE

Universal City, CA

Senior Manager

06/2015 to 06/2016

Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency. Continually monitored restaurant and took appropriate action to ensure food quality and service standards were consistently met. Developed and maintained exceptional customer service standards. Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.

ROMANOS MACARONI GRILL

Northridge, CA

Service Mgr (1997-2005), Culinary Mgr(2006-2010)

01/1997 to 06/2015

Exhibited thorough knowledge of foods, beverages, supervisory duties, service techniques, and guest interactions. Assigned tasks and oversaw the direction of employees to ensure compliance with food safety procedures and quality control guidelines. Consistently obtained highest rating from the county health department. Optimized profits by controlling food, beverage and labor costs on a daily basis. Performed checkouts of servers and bartenders to ensure that all tickets were accounted for. Built sales forecasts and schedules to reflected desired productivity targets.Developed and maintained exceptional customer service standards. Consistently maintained high levels of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality.

24 HOUR FITNESS

Ontario, CA

Personal Trainer

04/1996 to 02/1997

Explained ways to measure exercise intensity for the best results. Suggested exercise modifications to individual students to avoid strain and injury. Promoted club programs, products and services to participants. Corrected dangerous movements and suggested alternate exercises.

DAVE & BUSTERS

Ontario , CA

Bar & Service Manager

06/1995 to 02/1997

Performed checkouts of servers and bartenders to ensure that all tickets were accounted for. Performed restaurant walk-throughs to gauge timeliness and excellent service quality. Scheduled and directed staff in daily work assignments to maximize productivity. Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency.

BRE DANCE THEATER

Riverside , CA

Company Dancer/ Teacher

08/1994 to 09/2005

Rehearsed and performed in numerous productions each season. Performed numerous shows each year with touring company. Auditioned for stage and film roles by attending multiple auditions and casting calls each week.

ACCOMPLISHMENTS

Efficiently operated two high volume restaurants with a combined staff of 120 culinary and restaurant professionals.

Played a key role in designing and developing restaurants training modules and Guides to educate new hire employees.

Recognition for being a long standing employee of over 20 years of service

EDUCATION

HIGH SCHOOL DIPLOMA: HONORS PROGRAM

1993

San Geronio High School, Highland , CA

Honor Roll Academic Achievement Award. Student government representative

BACHELOR OF SCIENCE: SCIENCE

1994

WSU , Spokane , WA

Top 10% of class. High Honors Academic Achievement Award . Coursework in [hematology & Oncology](#)