### Antonio Mitchell

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##### Senior Food Production Management Professional

**Planning & Scheduling ▪ Inventory Control ▪ Staff Leadership & Training**

Accomplished and results-focused food production and restaurant management professional with proven success in leadership roles in hotels, restaurants, community services and high-volume airport and cruise environments. Creative problem solver and “go-to” person skilled in production planning, budget and cost control, staffing and resource allocation to ensure operational efficiency and productivity. Proactive leader adept in performance management and mentoring of staff to meet organizational goals and comply with union guidelines. Collaborative communicator ensures top quality results in fast-paced, deadline-driven situations requiring adaptability and decisiveness to succeed.

**Core Competencies:**

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| * Restaurant Operations Management * Food Production Planning/Schedule * Menu and Cycle Change Management * Inventory & Storeroom Management | * Food Delivery Systems * Kitchen/Equipment Sanitation * Organizational Management * Budget/Cost Control/P&L | * Standards of Service * Staff Leader/Mentor * Food Presentation * Creative Problem Solving |

# education & training

**Food Service Manager Certification**

**TIPS Certified ▪ CPR Certified ▪ Food Safe Certified**

**HACCP System Certified ▪ Lean & Six Sigma Methodologies**

**Technical Proficiency:**

Microsoft Office Suite ▪ ADP & Kronos Payroll ▪ Micros & Aloha POS System ▪ Delphi

# Professional Experience

**LSG Sky Chefs O’Hare – Chicago, IL** October 2015 - Present

**Food Supervisor**

* **Production Management –** Oversee daily and weekly meal production planning and counts using production sheets that are updated and delivered to staff. Ensure spec checks of menus are completed daily and kitchen ready times are met. Collaborate with storeroom to ensure food delivery system has no failures.
* **Cost Control –** Ensured that spec checks were conducted for all menus on portion control for cost savings on food. Limited overtime and ensured proper recording of any that occurs.
* **Staff Leadership –** Ensure operational efficiency with staff scheduling to meet productivity targets with daily station assignments for employees, HACCP monitoring to ensure compliance, and identification of any issues requiring attention. Employees are trained for various workstations.
* **Operation Management –** Ensure that all work areas and equipment are properly sanitized in compliance with specifications. Facilitated daily operational efficiency with timely resolution of issues.

**Savor McCormick Place – Chicago, IL** January 2015 – October 2015

**Senior Food & Beverage Manager**

* **Production Management –** Managed culinary team with oversight of menu planning, staff scheduling, inventory control, and quality control for food and beverage presentation.
* **Process Improvement –** Enhanced the payroll processing system with improved organization of forms and vacation requests to ensure that scheduling was not adversely affected. Improved time edits in ADP.
* **Staff Leadership –** Managed staff performance, coaching, and mentoring of union staff.

**Salvation Army Ray & Joan Kroc Center – Chicago, IL** May 2014 - January 2015

**Hospitality Manager**

* **Operations Management –** Managed scheduling of café and event staff and ensured that rooms were set up prior to event and met the specifications of banquet event order. Developed menus with chef with weekly and monthly food specials to provide variety.
* **Staff Training –** Conducted comprehensive training of staff focused on customer service, how to read BEO and ensure rooms met customer specifications to optimize satisfaction.
* **Process Improvements –** Developed standards for event sales, enforced contractual guidelines on rentals and budget control. Transitioned the Manager on Duty report so that it was sent electronically to all management.

**Allerton Hotel – Chicago, IL** July 2013 – April 2014

**Assistant Food & Beverage Manager**

* **Operations Management –** Managed banquet event order processing, scheduling of banquet servers and other staff in a unionized hotel. Facilitated setup for events in bar lounge, outlet and in-room dining services. Worked with chef on menu planning and changes and optimized customer service.
* **Staff Training –** Conducted training of staff focused on customer service, food presentation and food service to ensure optimal customer support.

**Bonefish Grill – Skokie, IL** March 2013 - July 2013

**Restaurant Manager**

* **Operations Management –** Managed daily restaurant operations with oversight of P&L, food and beverage service, customer experience, security, and staff management to ensure service standards were met.

**Entertainment Cruises – Spirit of Chicago – Chicago, IL** March 2003 – September 2012

**Senior Restaurant Manager**

* **Operations Management –** Managed corporate and specialty cruises for up to 750 guests with oversight of monthly forecast, P&L, budget, and cost control. Effectively managed accounting and payroll reconciliation, POS system, inventory management, and customer service. Maintained daily operations ensuring quality and guest services. Met regularly with department heads to optimize service, reduce costs, and ensure client satisfaction.
* **Reduced Costs –** Succeeded in reducing disposable waste costs by $10,000.
* **Staff Leadership –** Provided direction for staff hiring, training and performance management for staff of 50. Conducted pre-cruise meetings to ensure staff was aware of all cruise details. Improved staff morale.
* **Customer Service –** Improved overall customer quality score from 8th to 2nd in 2008-2009.
* **Recognition –** Awarded EC Manager of the Year in 2009.