

Philip S. Hwang

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PROFESSIONAL EXPERIENCE

Kei Concepts Inc. Fountain Valley, CA | Restaurant Group offering authentic yet progressive Asian cultural cuisines.

Corporate Trainer/ Assistant New Restaurant Opener

July 2021 - Current

- Lead new concept openings, and establishing a foundation for standard operation procedures
- Assist staff training for current/new concepts, while creating/modifying SOPs
- Controlling/Improving the KPIs established by the company.
- Month-to-month financials(P&L) meetings for current/new concepts
- Used Toast POS system to run day to day operations: sales, labor, menu adjustments, product mix, and creating new ways to standardize operations
- Recruit, hire retain a team of Managers and Associates that achieves excellence in all areas of measured performance to meet/or exceed company's business objectives Organized collaborations with influencers, media, patrons, and companies to generate consistent quality content and organic growth through multiple social media platforms
- Efficiently managed and executed current/new inventory systems, by analyzing all aspects of the business
- Launched new food/beverage items with required SOPs and full costing sheet attached to show our profit margins for each item.
- Worked closely with upper management personnel, and partners at a high level performance to increase profitability and exponential company wide growth.

Gem Dining LLC Fountain Valley, CA. | Asian restaurant serving unique, pan-asian flavors to the local community

Assistant Manager

Feb 2020 - July 2021

- Assist General Manager with clerical and administrative duties
- Supervised and recruited staff, mentoring them with high standard operation procedures
- Ensure compliance with health and safety guidelines
- Handled customer inquiries and complaints, as well as greeted and advised patrons
- Prepared and presented statistics, financial records, and staff reports to upper management
- Assessed and improved weekly profitability and weekly forecasting
- Analyzed variances and irregularities and initiated action for improvements
- Established close relations with vendors and personnel
- Advised senior managers when situations arose regarding staff, vendors and other personnel
- Organized weekly work schedules for all staff, ensuring fair rotation of shifts
- Ensured product ordering and checked quality of each shipment

Boiling Point Group USA Inc. City of Industry, CA |

SCA District Assistant Manager

Oct 2018 - Jan 2020

- Monitor and analyze business trends across all stores within district
- Develop and implement plans to maximize sales and meet/or exceed goals within district for all Key Performance Indicators (including sales, payroll, and expenses control)
- Ensure company selling and customer services are upheld consistently across all stores in the district through effective coaching and training of General Managers, Assistant Managers and staff personnel
- Recruit, hire retain a team of Managers and Associates that achieves excellence in all areas of measured performance to meet/or exceed company's business objectives
- Drive business through effective scheduling and payroll management
- Coach store teams to develop and maintain operational best practices in the areas of customer service, health protocols, asset protection, facilities maintenance, and food presentation/quality

EDUCATION

California State Polytechnic University, Pomona CA
Bachelor of Science in Biochemistry
Minor: HRT - Hospitality

Sept 2011 - June 2015

SKILLS

- Customer Service
- Detail Oriented
- Adaptability
- Financial Planning & Strategy
- Clear Communication
- Recruiting, training, and mentoring
- Leadership
- Multi Lingual: Korean, Spanish, English, and Portuguese