1. Pitched in to help host, waitstaff and bussers during exceptionally busy times such as dinner hour.
2. Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
3. Immediately resolved issues with patrons by employing careful listening and communication skills.
4. Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
5. Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
6. Spearheaded regular maintenance and repair operations to keep building and equipment in peak condition.
7. Recruited and hired employees offering talent, charisma and experience to restaurant team.
8. Supervised all areas of restaurant to keep it clean and well-maintained.
9. Created and deployed successful strategies to boost restaurant performance, streamline food prep processes and increase efficiency in different areas.
10. Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.
11. Determined operational weak points and implemented corrective actions to resolve [Type] and [Type] concerns and facilitate [Result].
12. Kept restaurant compliant with all federal, state and local hygiene and food safety regulations.
13. Hired and managed all kitchen staff.
14. Inspected preparation and storage equipment regularly to assess and maintain performance for cost-effective, safe operations.
15. Set and enforced performance and service standards to keep consistent, high-quality environment devoted to customer satisfaction.
16. Set schedules for [Number] staff by planning and designating shifts and hours.
17. Managed ingredients and food product use by assessing availability, customer traffic and popularity of items resulting in [Number]% food waste reduction.
18. Trained staff on proper cooking procedures as well as safety regulations and productivity strategies.
19. Managed employees throughout preparation and service of [Number] meals per day.
20. Motivated staff to perform at peak efficiency and quality.