1. Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
2. Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
3. Pitched in to help host, waitstaff and bussers during exceptionally busy times such as dinner hour.
4. Supervised all areas of restaurant to keep it clean and well-maintained.
5. Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
6. Recruited and hired employees offering talent, charisma and experience to restaurant team.
7. Spearheaded regular maintenance and repair operations to keep building and equipment in peak condition.
8. Immediately resolved issues with patrons by employing careful listening and communication skills.
9. Kept restaurant compliant with all federal, state and local hygiene and food safety regulations.
10. Devised, deployed and monitored processes to boost long-term business success and increase profit levels [Number]%.
11. Created and deployed successful strategies to boost restaurant performance, streamline food prep processes and increase efficiency in different areas.
12. Determined operational weak points and implemented corrective actions to resolve [Type] and [Type] concerns and facilitate [Result].
13. Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.
14. Directed successful turnaround, eliminating over $[Number] in debt within [Timeframe].
15. Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.
16. Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.
17. Increased sales by $[Amount] by establishing goals, overseeing performance and [Action].
18. Supported regulatory compliance by overseeing all audits to verify protocol adherence.
19. Oversaw and improved [Product or Service] deliveries worth over $[Amount] per year through efficient coordination of daily operations.
20. Maintained cleanliness and organization of [Type] workspace, working closely with employees to systemize tasks.