

Whitney Monk

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PROFESSIONAL SUMMARY

Accomplished and dedicated business manager with a proven track record of improving revenue, reducing turnover rates, and increasing customer satisfaction. Specialized in training and development within an exceedingly profitable local owned business.

SKILLS

- Training
- Interpersonal Skills
- Multi-tasking
- Planning
- Waste Reduction
- Budgeting
- Detailed Oriented
- Customer Service
- Inventory Management
- Recruitment
- Leadership
- Team Building
- Conflict Resolution
- Communication
- Time Management

EXPERIENCE

Cootie Brown's, Johnson City, TN, July 2008- September 2019

Manager, January 2014- September 2019

- Successfully managed a family restaurant, helping to increase sales by 25% in the first year through a better quality control system for the food, exceptional service, and adhering to the values of the establishment
- Maintained expenses to stay constantly below the monthly budget through accurately planning inventory purchases, waste reduction, purchasing, and cost-effective operating procedures
- Recruited, hired, supervised, scheduled, and motivated a staff of over 50 employees
- Trained service staff to enhance customer experience and increase profits through suggestive selling
- Improved productivity and morale by initiating a system for accountability via a training program that I designed and received approval for by senior management
- Maintained supervision of the front of the house staff members and the back of the house staff to ensure compliance with company policies, regulations and food safety guidelines
- Prepared weekly and monthly sales reports for review by the senior management team
- Persuaded, negotiated, and compromised while dealing with conflict resolution
- Helped to maintain a large social media presence that increased customer engagement on all of the restaurant's social media accounts
- Ensured a positive and motivating work environment was established and maintained

Shift Leader/ Server, July 2010- September 2019

- Built a cohesive, top-performing, and customer-centric set of teams via an extensive training program
- Delivered an exceptional dining experience for all customers
- Cultivated strong business relationships with customers to drive business development
- Maintained accountability for accuracy of customer orders

PROFESSIONAL DEVELOPMENT

Software:

- Windows
- Mac OS
- Microsoft Office Suite (Excel, Word, Access, Outlook, PowerPoint)
- Social Media (LinkedIn, Facebook, Twitter, Instagram)

Training:

- TIPS – Training for Intervention Procedures

Certifications:

- Server Permit – TN Alcoholic Beverage Commission (2015-2020)

EDUCATION

East Tennessee State University, Johnson City, TN, December 2014

- **Bachelor of Business Administration**
 - Concentration: **Business Management**
- Accreditation: Association to Advance Collegiate Schools of Business