

TOM SMITH

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RESTAURANT GENERAL MANAGER

PROFILE

A dynamic, results-oriented Restaurant General Manager and Sales/Marketing Professional offering focused leadership to drive sales and profitability in highly competitive markets. Noted for outstanding communications skills, both with guests and staff; ability to resolve problems quickly and equitably to ensure satisfied customers and happy employees. Consistently achieve performance goals through enthusiasm, tenacity and initiative. Manager with the ability to motivate staff members and turn under-producing teams into record-breaking units. Well organized with a track record that demonstrates self-motivation, perseverance and the creativity to achieve both personal and corporate goals.

CORE PROFICIENCIES

Cost Containment/Control | Customer Service | Facilities/Safety Management | Guest Relations
Loss Prevention | P & L Management | Policies/Procedures | Purchasing/Inventory
Quality Assurance | Restaurant Management | Staff Training | Team Building

PROFESSIONAL EXPERIENCE

Company Inc, Chicago, IL
RESTAURANT GENERAL MANAGER

2015 to 2020

- Manage operations for smooth functioning operation while maintaining a high standard of customer satisfaction
- Responsible for the overall food and beverage operations by formulation of policies, business goals and exceeding revenue targets.
- Focused on continuous staff training and development to ensure policies and procedures are followed
- Developed close relationships with clients and analyzed their needs to develop and build menus and personalized events to ensure top level customer service, retention and referrals.
- Ensure company standards for quality and service are exceeded by each team member
- Effectively implemented new systems and procedures that increased sales by 20%
- Responsible for the strategic marketing and advertising efforts that increase brand awareness, exposure and overall revenues by 30%
- Assisted with interviewing, hiring, training, and development of qualified employees.
- Managed front of house staff including servicers, bussers, hostesses and bartenders: had a record low turnover of 10% and through creative improvement initiatives, increased productivity by 40%
- Managed back of house operations including food preparation, quality control and expediting: continuously achieved a 100% audit on xxx and a 98% customer service satisfaction on food quality and timing
- Ensured quality and critical communication between the front and back of house: this resulted in a record number of nights with zero mistakes and increased revenues of over 130%
- Created numerous in-store contests and promotions to increase sales, productivity and facilitate team building: ideas were so successful they were adopted by the corporate office and used for training purposes
- Deal with customer complaints and concerns achieving record 100% customer satisfaction ratings
- Worked directly with health inspectors and city officials to ensure that restaurant meets and exceeds local laws and codes: achieved a record rating of 100% for 6 audits
- Created employee schedule to ensure labor hours fall within projected guidelines and accommodating numerous employee requests

General Manager Restaurant Resume

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