

CLIENT NAME

Address: Torrance, California 123456

Email: 123.456.7890 | Email: rpwsample@gmail.com

DIRECTOR OF OPERATIONS | FOOD AND BEVERAGE DIRECTOR | GENERAL MANAGER

QUALIFICATIONS PROFILE

Goal-oriented and persistent professional with more than 15 years of experience in hospitality operations management, process improvement, and customer service in a multi-unit restaurant setting.

*Program Development
Labor Law Compliance
Profit and Loss Analysis
Cost Reduction
Revenue Generation
Health and Safety
Implementation
Customer Service and Relations*

Well-traveled individual, with proficiency in Mediterranean-based food and beverage. Expert in both guest recovery and development of regulars by exhibiting excellent host and maître d' experience in the fine dining setting. Exceptional team player with a track record of collaborating with Michelin-starred chefs and award-winning mixologists. Successful in achieving and surpassing targeted goals; establishing professional relationships with staff and guests; generating and capturing new business opportunities; and developing sound solutions to address arising problems. Articulate communicator, with fluency in English, basic skills in Spanish, and learning knowledge of Dutch. *Willing to relocate.*

PROFESSIONAL EXPERIENCE

COMPANY NAME, Torrance, CA

Director of Operations

01/2022–Present

- Conceptualize and implement the steps of service, operation model, and working culture for a multi-unit restaurant with a gross of \$12M annually.
- Facilitate the interview, recruitment, and training of upwards of 60 Front of House (FOH) employees, including two assistant general managers and two floor managers.
- Establish the standard and oversee the implementation of strict Department of Health (DOH) protocol to ensure the safest and cleanest possible environment for both staff and guests.
- Create, comply, and assess the monthly profit and loss of the company.

Career Highlights:

- ✓ Collaborated with Alexis Blair, the CEO of the company, and Alain Allegretti, the Culinary Director, in launching Fig & Olive's inaugural international venture in Doha, Qatar, in November 2022.
- ✓ Strategically devised and oversaw the implementation of long-term financial plans and workflow enhancements.
- ✓ Worked closely with senior management on a daily basis across various markets to formulate and sustain a strategy that consistently achieved labor and cost of goods targets, aligning with sales projections.
- ✓ Successfully brokered nationwide agreements with all beverage suppliers, optimizing their support, minimizing expenses, and ensuring a uniform sourcing approach across all markets.
- ✓ Led the successful establishment of a brand new training regiment for all FOH members, which included weekly quizzes and monthly wine classes while performing consistent updates of the written service manual on a quarterly basis resulting in the best average star rating the restaurant has ever had on both YELP and Google.
- ✓ Directed the Fig & Olive Community outreach program to drive the restaurant's continuous involvement with local charities, such as Food Bank for NYC, City Harvest & NY Cares.

COMPANY NAME, Torrance, CA

General Manager

11/2020–01/2022

- Spearheaded the establishment of a strict and efficient health and safety protocol to guarantee a secure and clean environment for all guests and staff and to prepare for the post-pandemic future of the industry.
- Led the training of the entire FOH Management Team regarding the organization's brand; guest recovery; client retention; guest accommodation and staff-related issue resolution; as well as menu description and drop lines development.
- Oversaw admin-related operations, such as profit and loss report preparation, inventory control, payroll processing, and proper human resources practice implementation, while ensuring operations adherence to the budgets.
- Initiated a community outreach initiative, consisting of bi-weekly team volunteer opportunities and solid partnership development with the concierge departments of 14 Houston-based hotels.

Career Highlights:

- ✓ Successfully reduced labor by 12% and increased revenue by 18% through the implementation of a brand new operation model while guaranteeing cost-effective and efficiency-driven staff, requiring consistent training.
- ✓ Played an integral role in enforcing an effective training program, which resulted in six in-house promotions in a span of eight months; a significant increase in full-star rating in YELP and Google; as well as a 24% growth in weekly sales.

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COMPANY NAME, Torrance, CA
Midtown General Manager 01/2020–11/2020

- Trained and guided host and service teams to ensure the capability of the FOH staff to manage 600 covers on a daily basis.
- Managed all aspects of the beverage package, such as pricing, inclusions, menu layouts, and day-to-day training on wine and cocktail lists and inventory.
- Displayed expertise in working on the floor, responsible for providing excellent service per table, generating regular guests, resolving problems, and performing all forms of table-side serving and presentation for wine and food.

Career Highlights:

- ✓ Administered the entire FOH operations, which accumulated revenue of more than \$16M in 2018 and 2019.
- ✓ Invested effort in the expo, ensuring appropriate plating, consistent ticket times, and a solid FOH/BOH relationship.
- ✓ Supervised off-site catering, private dinner events, and a multi-tier delivery program, thus resulting in achieving an annual revenue of \$16M.

COMPANY NAME, Torrance, CA
General Manager/Director of Events 08/2018–01/2020

- Contributed directly to the restaurant launch and its operations since inception.
- Designed business model as a whole, which included long-term focus, goal implementation, projections as well as disciplinary and administrative protocol.
- Facilitated the recruitment of staff, such as the executive chef and head bartender.
- Led the implementation of various insurance policies, payroll accounts, and POS systems.

COMPANY NAME, Torrance, CA
Director of Operations 03/2010–06/2018

- Headed the complete dining operations, including customer experience, menu formulation, and service protocol, as well as all aspects of beverage, dining, and marketing.
- Arranged the weekly schedules of more than 30 employees, as well as monthly payroll and overall expenses.
- Conceptualized and enforced an HR protocol for the handbook and overall behavior rules, focusing on professionalism.
- Gave final approval to the staff’s interview, recruitment, training, and discipline process.
- Managed the Events Team, responsible for providing feedback and authorizations on daily specials, private events, and all types of parties and events.
- Guaranteed customer satisfaction by enforcing effective customer service procedures.

Career Highlight:

- ✓ Obtained a substantial increase of 22% in sales and revenue on an annual basis

EDUCATION

Bachelor of Business Administration in Fashion Merchandising | GPA: 3.7

University Name, City and State

Associate’s Degree in Liberal Arts | GPA: 3.8

University Name, City and State

PROFESSIONAL DEVELOPMENT

License:	New York City Food Handlers License
Training Course:	RSVP and Guest Platforms (OpenTable, SevenRooms, and YELP) Administration and Human Resources Platforms (Restaurant 365, Paycom, and Dolce) Point-of-Sale (POS) Platforms (Toast, Aloha and Touch Bistro)

TECHNICAL SKILLS

Paycom | Dolce | R365 | SevenRooms | Toast | OpenTable | POS/RSVP Platforms
Microsoft Office Suite (Excel and Word) | Adobe InDesign | Adobe