

CLIENT NAME

Street • City, State, Zip
777-777-7777 • email@email.com

EXECUTIVE MANAGEMENT: FOOD & BEVERAGE SERVICE / HOSPITALITY Operations, Training & Development, Strategic Planning

Visionary foodservice specialist with 18+ years of experience contributing to operational performance. Uniquely skilled with proficiency in revitalizing low performing business units and delivering the highest standards of commitment in service, sales, and revenues. Record of excellence in forecasting future profits and risks, establishing strategies to propel growth, and launching foodservice training courses. Proven ability to hear prospective client needs and establish solutions within allocated budgets.

Food & Beverage Service Operations • Unit Startup & Turnaround Management • Special Event Planning
Team Training/Development • Supplier & Vendor Contract Negotiation • Employee Retention & Management
Culinary Operations • Financial Analysis & Reporting • Policy Changes • Strategic Business Planning

PROFESSIONAL EXPERIENCE

CONFIDENTIAL, New York, New York • 2002-2008

A subsidiary of XYZ Group, the largest global foodservice vendor, operating in 90 countries, with 400,000 employees.

Assistant General Manager (2007-2008)

Spearheaded and directed operations, logistics, training, and staff scheduling for 7 retail outlets. Supervised 50+ managers and employees. Synergized and led monthly food festivals, farmer's market events, holiday promotions, and 'go-green' initiatives. Closely liaised with the Diversity and Inclusion department to host and plan special events, including events for the Chinese New Year, Black History month, and Asian Heritage month. Instituted and devised a yearly business and marketing calendar. Conducted recruitment, training, and development. Elevated product presentation and marketing.

Key Accomplishments:

- Championed the launch and opening of a new retail unit, coordinating resources and logistics to propel operational productivity.
- Trained and managed staff on all areas of hospitality and food / beverage procedures.
- Seamlessly executed a food waste tracking program.
- Innovated and streamlined product mix and abstracts to boost sales.
- Triggered increases in sales due to excellence in product offerings and availability.
- Strategically reduced staff resources to elevate efficiency for the Staff Café.

Manager, Training and Development (2004-2007)

Chief leadership and management of training, development, employee relations, and curriculum development. Led weekly orientation. Verified training processes, ensuring updated materials and website. Administered service drills, opening protocols, and policy development. Collaborated with training executive on development plans for managers. Completed training as an instructor and test proctor for online and classroom students on TiPS and ServSafe. Structured and implemented a 2-4 week training schedule for new managers.

Instructed numerous seminars including: Management Skills I and II, Hospitality Workshop, Business Etiquette, Safety and Sanitation, Steps of Service, New Hire Orientation, Developing Dynamic Leadership, Corrective Communication, Pre-Meal, RA University, DiSC, ServSafe, and TiPS.

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Key Accomplishments:

- Structured and streamlined a new unit checklist and timeline for all FOH staff requirements.
- Realized significant ROI by boosting training seminars availability from 1/month to 2/week.
- Delivered exciting programs and seminars, including a walking tour of Chinatown food stores, Mezze and Middle Eastern starters, and whole fish buying and breaking down.
- Conceptualized and launched a series of culinary seminars with supervising chefs.
- Conducted a yearly business etiquette lunch for the NYU School of Hospitality.

Director – Tropica Restaurant (2002-2005)

Streamlined wine list and established a wider price point. Synergized strategic planning, logistics management, program planning, and foodservice operations.

- Dramatically slashed overstock liquor and wine inventory from \$58K to \$32K.
- Instituted a monthly Wine Dinner Series; launched sales incentive programs to bolster revenue.
- Championed initiatives to raise Zagat Scores by 3 points.
- Helmed operations to increase Customer Service Inspection (CSI) scores.

THE DINING ROOM, New York, New York • 2000-2002

A restaurant serving American cuisine, featured in Wine Spectator Magazine.

General Manager

Implemented internal control procedures that enhanced monthly closing and reporting processes; consistently achieved under-budget results and exceeded forecasted sales.

- Built reputation for excellence in retention, quality control, and training program development.
- Dramatically reduced payroll costs while sustaining optimal service.
- Conceived incentive programs and a “mistake-free” service plan to trigger revenue increases.

CUB ROOM, New York, New York • 2000

Service Consultant / Manager

- Delivered a comprehensive 10 week training program focusing on basic serving skills, up-selling, product identification, wine/spirits education, and verbiage.

SONO, New York, New York • 1999-2000

Dining Room Manager/Special Events Manager

- Positioned and launched this 120-seat, 3 star restaurant, leading operations, events, menu planning, and training planning.
- Authored and developed service training manuals and staff handbooks.
- Closely collaborated with Chef Tadashi Ono, and co-owners Andre and Rita Jammet.

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Career Note: Dining Room Manager for CELADON, New York (1999) and THE RAINBOW ROOM, New York (1998-1999). Early roles included: **Banquet and Catering Manager / Lead Line Cook** for Restaurant Lulu, **Chef** for DOMAINE CARENEROS, California, **Pastry / Pantry / Roundsperson** for BOULEVARD, California, and **Garde Manger / Banquet Preparation** at HUDSON RIVER CLUB, New York. Details provided on request.

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EDUCATION & CREDENTIALS

AOS, Occupational Studies - Culinary Arts
California Culinary Academy, San Francisco, California

Training & Development

Foodservice Management Professional (FMP) – in progress
Master Sommelier Certification (MS) – in progress

ServSafe - Food Protection and Sanitation Certificate- (Trainer)
New York City Health and Sanitation Certification
TiPS – Alcohol Service Certification (Trainer)
Developing Dynamic Leadership (Compass Management Program)

PROFESSIONAL AFFILIATIONS

Society for Foodservice Management (SFM)

Women Chefs and Restaurateurs

TECHNICAL SKILLS

POS (Point of Sales) – Micros, Aloha, R-Power, SkanTalk, Sable, Freedom Pay
Reservation System: OpenTable