

CLIENT NAME

Telephone: 777-777-777

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Professional Profile

Hospitality professional with demonstrated expertise in Culinary, Operations Management, Catering, Service and Training

Professional Experience

CONFIDENTIAL

07/02-present

CORPORATE OFFICE, New York, NY

(07/05-present)

Corporate Training Manager

- Opening new units – over 40 in three years. Support, training, service drills, opening protocols. Frequent travel to all RA regions and units; ensuring standardization of company practices.
- Responsible for the coordination of new manager on-boarding including creating training schedules and conducting Manager Orientation.
- Manage the Mentoring Program and conduct yearly training for re-certification.
- Coordinate all Culinary Seminars: topics, seminar structure, sourced instructors.
- Conduct training seminars for managers and hourly staff.

Experience in teaching the following seminars:

Management Skills I and II	Hospitality Workshop	Safety and Sanitation	Pre-Meal
RA University	Business Etiquette	Developing Dynamic Leadership	DiSC
New Hire Orientation	Steps of Service	Corrective Communication	Certified trainer for ServSafe and TiPS

CONFIDENTIAL, New York, NY

(07/02-07/05)

Director

- Reduced liquor and wine inventory from \$58k to \$32k. Adjusted wine list to be more balanced regarding regions, varietals, and pricing; and be more complementary to the cuisine. Developed a monthly Wine Dinner Series.
- Created sales incentive programs to boost check averages.
- Worked on finer points of service to increase Customer Service Inspection (CSI) scores (highest in the company for 3 quarters). Raised Zagat Scores – 3 points for service.
- Retain, train and motivated longest-term staff within Restaurant Associates.

THE DINING ROOM, New York, NY

10/00-06/02

General Manager

- Retained all FOH staff from 12/00 to time of departure. Reduced payroll cost without sacrificing quality of service through training and retention of staff.
- Developed incentive programs both for higher dollar and volume sales, as well as “mistake-free” services.
- Raised check average from \$43pp to \$52pp.
- Adjusted reservation book (OpenTable) to accommodate more guests while providing smoother service.
- Conducted all wine, food & beverage training of staff. Developed a manager-training program for new assistant managers.

CUB ROOM, New York, NY

7/00-10/00

Service Consultant / Manager

- Hired as a short-term consultant and manager to train existing and new service staff.
- Created a ten-week training program, which included seminars on basic serving skills, upselling food and beverages, product identification, proper verbiage as well as wine and spirits education.

SONO, New York, NY

7/99-02/00

Dining Room Manager/Special Events Manager

- Opened a 120-seat Midtown restaurant. Hired and trained new staff. Developed an ingredient glossary and food description manual for education of staff. Helped write a Service Training Manual and Staff Handbook.
- Maintained smooth operation of dining room during service including: room set-up, seating and accommodation of special guest requests and large parties.
- Developed banquet procedures, contracts, banquet menus for a 30-seat private dining room. Oversaw set-up, service and breakdown of all banquets. Developed a client/contact list and a concierge incentive program.

CELADON, New York, NY

01/99-07/99

Dining Room Manager

- Opened a 100-seat Upper Eastside restaurant. Hired/trained new staff. Developed opening/closing procedures.
- Regular manager duties as well as: ordering of linen, dry goods, bar supplies, china, glass and silver in addition to supervising monthly inventory, scheduling maintenance and cleaning of restaurant.

THE RAINBOW ROOM, New York, NY**9/98-01/99****Dining Room Manager/Maitre d'**

- Hired to help close down/transition high volume (1,000 covers per day), historic restaurant.
- Maintained smooth operation of dining room during service including: set-up of room, seating, and special requests.
- Liaisoned with kitchen, stewarding department, bar staff and wine cellar. Negotiated with union delegates and Human Resources to help settle disputes. Scheduled staff and maintained weekly payroll. Implemented closedown procedures. Fulfilled duties as Bar Manager and Floor/Page Manager.

RESTAURANT LULU, San Francisco, CA**02/96-09/98****Banquet and Catering Manager**

01/97-9/98

- Rented out two private spaces as well as restaurant buyouts. Catered weddings, office luncheons, box lunches, etc. Performed Dining Room Manager duties during crunch times.
- Initialized all banquet/catering protocol. Set-up: database of potential and existing clients, banquet and catering menus, food and wine pairings, payment schedules, contracts and tip-out procedures.
- Developed a full-scale marketing plan, and a concierge incentive program. Attended SF-CVB meetings, development seminars, and networking receptions to help promote the Banquet and Catering department.

Lead Line Cook

2/96 to 1/97

- Moved through all stations of restaurant. Wood-burning ovens, rotisseries, grills, as well as sauté, and pantry,
- Production for stations, maintained wood fires, and expedited separate kitchen stations (LuLu Bis). Cooked for up to 550 covers per night.

DOMAINE CARNEROS, Napa, CA**5/96 - 9/96****Chef**

- Hired as part-time Chef for weekday luncheons and special events. Developed menus to pair with award winning sparkling and still house wines.
- Luncheons consisted of three to five courses for up to 14 people, including Winery Director and Winemaker. Ordering/receiving and procurement of goods for individual events.

PRIVATE RESIDENCES, San Francisco, CA**9/94 - 1/96****Private Chef**

- Worked for several families and couples. Created weekly menus for special diets.
- Duties included daily shopping, preparation and service of meals as well as preparation for weekend lunches, dinner parties, holiday pastries and/or weekly desserts.

BOULEVARD, San Francisco, CA**3/95 -6/95****Pastry/Pantry/Roundsperson (and Externship)**

- Set-up and worked pastry or pantry line for dinner/lunch service. Assisted in pastry and banquet production.

HUDSON RIVER CLUB, New York, New York**6/93 to 5/94****Garde Manger/Banquet Preparation**

- Set-up garde manger line for lunch/dinner service, Sunday brunch, all cold appetizers and salads.
- Banquet preparation for all parties. Prepared special amuse, hors d'oeuvres, daily cold dinner appetizer specials. Assisted pastry department during busy holiday season.
- Part-time administrative duties working with the Chef.

Education:

California Culinary Academy, San Francisco, California
Associates of Occupational Studies

- Currently pursuing Foodservice Management Professional (FMP)
- Currently pursuing Master Sommelier Certification (MS)

Certifications:

ServSafe Certified and ServSafe Trainer, TiPS Certified and TiPS Trainer, NYC Sanitation Certificate

Skills:

POS: Micros, Aloha, R-Power and Sable. Microsoft Word, PowerPoint, Outlook and Excel. OpenTable.

Memberships:

Society of Foodservice Managers (SFM)