Resume

Restaurant Manager

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Profile Summary

A dedicated and results-driven Restaurant Manager with over 10 years of experience in the hospitality industry, specializing in operational excellence, team leadership, and customer satisfaction. Recognized for enhancing dining experiences and driving revenue growth, with a proven track record of leading teams to deliver superior service and memorable culinary experiences.

Work Experience

Restaurant Manager
Blue Hill Restaurant
1st May, 2018 - Present

- Increased annual revenue by 20% through strategic menu adjustments and targeted marketing campaigns.
- Improved customer satisfaction scores by 15% through staff training and refined service protocols.
- Led a team of 30 staff to achieve a 25% reduction in employee turnover rates over three years.

Assistant Restaurant Manager
The French Laundry
1st February, 2014 - 30th April, 2018

- Assisted in achieving a Michelin star rating by elevating service standards and improving menu offerings.
- Streamlined inventory processes, cutting food waste by 10% and reducing costs by $50,000 annually.
- Coordinated events for high-profile clientele, significantly enhancing the restaurant's brand and reputation.

Education

Cornell University School of Hotel Administration
Bachelor of Science in Hotel Administration
1st September, 2009 - 31st May, 2013

Skills

Team Management, Customer Service, Inventory Control, Menu Development, Event Coordination

Notable Projects

Dining Experience Enhancement Project
Initiated and led a project to revamp the dining experience by integrating technology and personalized service, resulting in a 30% increase in repeat customers over six months.

Certifications

Certified Restaurant Manager (CRM)
Issued by American Hotel and Lodging Educational Institute, 15th March, 2015

Awards

Hospitality Excellence Award
Awarded by National Restaurant Association, 1st April, 2020