

RESUME 983

OBJECTIVE

Highly motivated, dedicated, and results-driven professional to secure a position with your company or organization utilizing my extensive skills, training, expertise, and experience

SUMMARY OF QUALIFICATIONS

- Over 10 years' experience in Management roles with restaurants, overseeing all operations, supervising employees, ensuring that all operations were performed according to standard operating procedures, and consistently meeting and/or exceeding all customer expectations
- Proficient and experienced in all phases of staffing and professional development, including interviewing, hiring, training, mentoring, delegating assignments, monitoring all work activities for quality, expediency, and proper employee / customer interactions, conducting performance assessments, implementing disciplinary write-up's / measures, and terminations
- Experience in providing uncompromising highest standards of customer service in the restaurant industry, assisting both internal customers and customers / patrons with their requirements, preferences, and selections, offering options customized to individual needs, and resolving issues to their complete satisfaction
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- Leverages technology to enhance productivity, Windows, MS Office, and POS systems
- Empathetic, motivated and passionate about helping others, can adapt to meet needs of clients

PROFESSIONAL EXPERIENCE

2005 – 2025

Restaurant Manager

Jim's Truck Plaza, Cheektowaga, NY

- Managed daily restaurant operations, including staff supervision, inventory management, and food cost control, to ensure a smooth and efficient service experience for customers, while maintaining high levels of quality, safety, and customer satisfaction.
- Trained new staff members on restaurant policies, procedures, and menu items, including food preparation, presentation, and service standards, to ensure a consistent and high-quality dining experience for customers.
- Hired and scheduled staff to ensure adequate coverage during peak hours, including recruiting, interviewing, and selecting new team members, and creating schedules that meet business needs while minimizing labor costs.
- Conducted regular inventory audits to minimize waste and optimize stock levels, including monitoring inventory levels, tracking usage, and adjusting orders as needed to maintain a balanced and cost-effective inventory.
- Analyzed food cost reports to identify areas for improvement and implemented cost-saving measures, including menu engineering, portion control, and supplier negotiations, to maintain a competitive pricing strategy while ensuring profitability.
- Utilized the Aloha computer system to manage orders, track sales, and analyze customer data, including monitoring sales trends, tracking customer preferences, and identifying opportunities to increase sales and customer loyalty.

1995 – 2005

Restaurant Manager

Travel Centers of America, Pembroke, NY

- Managed a team of employees, including servers, hosts, and kitchen staff, to ensure a smooth and efficient service experience for customers, while maintaining high levels of quality, safety, and customer satisfaction.
- Conducted regular inventory audits to minimize waste and optimize stock levels, including monitoring inventory levels, tracking usage, and adjusting orders as needed to maintain a balanced and cost-effective inventory.
- Analyzed customer feedback and implemented changes to improve the customer experience, including menu changes, service improvements, and ambiance enhancements.
- Managed payroll and ensured accurate timekeeping and attendance records, including processing payroll, tracking hours worked, and maintaining employee records, to ensure compliance with labor laws and regulations.
- Developed and implemented employee recognition and reward programs to improve employee morale and retention, including employee of the month awards, bonuses, and other incentives.

2003 – 2005

Security Guard

Darien Lake, Darien, NY

- Conducted undercover loss prevention operations to identify and prevent theft, vandalism, and other forms of loss, resulting in a reduction in reported incidents.
- Maintained accurate and detailed incident reports, including documenting incidents, gathering evidence, and interviewing witnesses.
- Worked closely with law enforcement agencies to investigate and prosecute incidents, including providing statements, testifying in court, and assisting with investigations.
- Provided excellent customer service to guests, including answering questions, providing directions, and resolving complaints.
- Collaborated with other departments, including operations, maintenance, and guest services, to ensure a safe and secure environment for all guests and employees.
- Utilized security software and systems, including CCTV cameras, access control systems, and incident reporting software, to monitor and respond to incidents.

EDUCATION, TRAINING & ACHIEVEMENTS

ServSafe Training Certification

Restaurant Advanced Manager Training Certification

Security Guard Certificate Training License

Associate's Degree – Criminal Justice

SUNY Niagara, Sanborn, NY