

BEFORE

MY NAME HERE

1000 Xth Street • North Town, New Jersey 07000
(201) 555-3535 • emailaddress@provider.net

SUMMARY

I am a driven and resourceful general manager with versatile experience in the areas food service and retail. I Possess proven capability in staff management; front- and back-of-house operations, customer service, profit and loss, vendor management, inventory control, purchasing, relationship development, quality assurance, and sales. I Build and manage a strong team, lead a diverse group toward common objectives through clear communication. I am a service-driven manager who continually builds customer trust, resolving rising issues, and generates top client satisfaction. I also, Yields positive results and lay the foundation for success with a solid commitment to excellence.

EXPERIENCE

FOOD GROUP, Newark NJ
Account Manager, 2007-2014

Account manager for various international airlines flying from Newark Liberty International Airport. I am Responsible for managing multimillion-dollar accounts and ensure all customers' requirements were met. I am also responsible for daily catering operations of accounts and manage a staff of 30 employees.

MAJOR RETAILER, Short Hills, New Jersey
General Manager, 2006-2007

During This time I oversaw a total of forty employees, handling all of the facilities payroll, scheduling, inventories, food ordering and handling daily deposits'. I was also responsible for holding the monthly profit and loss and maintaining a positive relationship with key customers.

MAJOR CHAIN RESTAURANT, New York City, New York
Restaurant Manager, 2004-2006

I Managed staff of seventy five employees between front of the house and heart of the house areas. Responsible of weekly inventories, ordering, daily cash deposits, training and customers compliments and complaints; in charge of ensuring weekly quality assurance program.

MAJOR RETAILER, New York City, New York / Short Hills, New Jersey
Restaurant Manager, 2003-2004

I led the restaurant opening: undergoing eight weeks of restaurant management training in hiring, customer service, and procedural policies. Managed 17 employees between restaurant and café and planned menu at both venues. I also, oversaw daily purchases of baking goods, produce, and dry goods and maintained an accurate inventory count. I had complete control of price negation with outside vendors; served as special events planner for private receptions of high-end clientele.

Restaurant Assistant Manager, 2002-2003

I contributed to manage a staff of thirty five front-end and back-of-house employees with the responsibility ensuring that all food preparation were up to proper specifications including proper maintenance of the salad bar. In charge of Scheduling all employees and served as an interim manager including inventory control and purchasing.

ADDITIONAL EXPERIENCE

I am fluent in Spanish and have great knowledge of word, Excel, and PowerPoint. I develop strong business relationships with the customers ensuring 100 percent satisfaction. I am on hands and consider myself as a fast learner that can work both independently and as part of a team.

AFTER

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Driven, resourceful **General Manager** with versatile experience in the food service and retail sectors. Possesses proven capabilities in staff management, front- and back-of-house operations, customer service, profit and loss, vendor management, inventory control, purchasing, relationship development, quality assurance, and sales. Builds and manages strong teams, leading diverse groups toward common objectives through clear communication. Service-driven, continually building customer trust, resolving issues, and generating top client satisfaction. Yields positive results and lays the foundation for success with a solid commitment to excellence.

QUALIFYING CHARACTERISTICS

- Positive, Energetic Personality
- Great Initiative and Intuitive Action
- Excellent Interpersonal Communication
- Effective Multi-tasking and Coordination
- Employee Empowerment and Motivation

TECHNICAL PROFICIENCIES

- Client and Vendor Relations
- Location Launches & Renovations
- Staffing, Training, Scheduling, Payroll
- Budget Management, Cost Conservation
- Hazmat, ServSafe, HACCP, & BRC Certified

EXPERIENCE

Account Manager, AIRLINE FOOD GROUP, Newark NJ 2007 – 2013

*** Negotiated \$5.2 million account with Jet Airways, #1 Indian Airline**

- Originated and managed multimillion-dollar international airline accounts flying from Newark Liberty International Airport
- Ensured account accuracy and catering requirements to meet client expectations
- Supervised staff of 20 to 30 employees

Restaurant General Manager, MAJOR RETAILER, Short Hills, New Jersey 2006 – 2007

*** Oversaw \$1.2 million Renovation of multimillion profit department**

- Managed daily staffing, scheduling, payroll, and team of 30 to 40 employees between front- and back-of-house
- Governed monthly store merchandise inventory and negotiations with outside vendors
- Maintained positive, profitable relationships with multimillion-dollar customers
- Ensured quality of preparation, service presentation and all new menu items

Restaurant Manager, MAJOR RESTAURANT CHAIN, Paramus, NJ 2004 – 2006

*** Rejuvenated underperforming restaurant, generating sustainable profitability in less than 6 months**

- Controlled daily purchasing, restaurant operations, and staff of 35 to 40 employees in dining and kitchen areas
- Performed 10 weeks of hands-on management training: customer service, human resource, and corporate policies
- Directed weekly quality assurance program

Restaurant General Manager, MAJOR RETAILER II, New York City, New York / Short Hills, New Jersey 2003 – 2004

*** Selected for international top-tier team that opened New York City, SoHo location, sister to historical 59th Street flagship**

- Led restaurant opening, spearheading 8 weeks of management training in hiring, customer service, and procedural policies
- Supervised and led 17 employees in restaurant and café; and served as special events planner for high-end clientele
- Planned menus and Oversaw daily purchasing of food and supplies, maintaining accurate inventory count

Restaurant Assistant Manager, MAJOR RETAILER, New York City, New York / Short Hills, New Jersey 2002 – 2003

*** Built a productive team that increased bottom line leading to promotion to General Manager position**

- Scheduled and Contributed to management of staff of 35 front and back-of-house employees
- Oversaw preparation and presentation of service for all menu items, especially Maintaining integrity of salad bar
- Acted as interim manager including inventory control and purchasing

British Airways Lounge Manager, AIRLINE FOOD GROUP II, Newark, New Jersey 1994 – 2002

*** Identified \$15,000 savings immediately upon being hired, increasing bottom line within first year**

- Served as liaison between Gate Gourmet and British Airways, managing budgeting and ensuring cost containment
- Bolstered customer loyalty through accommodation of client requirements and courteous, efficient resolution of any issues