

# ROBERT SMITH

## Assist. Acting General Manager

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To accomplish management professional with excellent analytical, problem-solving skills and highly effective at incorporating creative leadership skills to meet and achieve business objectives.

**JUNE 2014 - 2020**

### **ASSIST. ACTING GENERAL MANAGER - SILVER DINER, BWI AIRPORT**

- Managed accounts payable, accounts receivable and payroll.
- Counseled and disciplined associates when necessary as per company policy.
- Assigned tasks and directed employees to ensure compliance with food safety procedures, quality control guidelines and scheduling.
- Conducted menu meetings and training for staff and managers.
- Created a fun and upbeat atmosphere which promotes productivity and staff retention.
- Mastered ordering and par management system which maximized profit.
- Developed associates to increase their growth and opportunity.

**2012 - 2014**

### **ACTING GENERAL MANAGER - DELTA CORPORATION**

- Generated qualified customer leads by utilizing outside referral sources.
- Performed networking and cold-calls to increase business relationships.
- Managed casino department heads in best practices capacity, discussed personnel issues, budgetary plans, and management skills.
- Prepared and conducted Coaching & Counseling/Progressive Discipline training seminars for various department managers and supervisors.
- The worlds largest travel company for students and young people Restructured company to increase companys revenue by recruiting, coaching, .
- Managed a 36-room seasonal hotel including payroll, staffing and operations Initiated several systems to improve efficiency of operations in all .
- Total control of store, from food cost to customer complaints.

## **EDUCATION**

Master of Science in Management Information Systems - 2009(Bowie State University)

## **SKILLS**

Management, Retail Management.