HARPER LEWIS

Assistant Restaurant Manager





PROFESSIONAL SUMMARY

Ambitious Assistant Restaurant Manager with 2 years of hands-on experience in food and beverage operations. Committed to enhancing customer satisfaction through effective team leadership and streamlined service processes. Eager to leverage operational insights and training expertise to foster a dynamic restaurant environment and drive profitability.

WORK EXPERIENCE

Assistant Restaurant Manager

Apr/2024-Ongoing 📮 Santa Monica, CA

Pineapple Enterprises

- 1. Managed daily operations of the restaurant, ensuring high standards of food quality and customer service.
- 2. Oversaw staff scheduling and assignments to optimize workflow and enhance productivity.
- 3. Implemented training programs for new employees to ensure adherence to service standards.
- 4. Addressed customer complaints promptly to maintain high satisfaction levels.
- 5. Collaborated with the kitchen team to ensure timely delivery of orders and menu accuracy.
- 6. Maintained compliance with health and safety regulations to ensure a safe dining environment.
- 7. Analyzed sales data to identify trends and make informed decisions to drive revenue growth.

Assistant Restaurant Manager

Mar / 2023-Apr / 2024

耳 Denver, CO

Summit Peak Industries

- 1. Led a team of 21 staff members, fostering a collaborative and efficient work environment.
- 2. Conducted performance evaluations and set individual development goals for team members.
- 3. Coordinated with suppliers to maintain optimal inventory levels and product quality.
- 4. Ensured smooth front-of-house operations by managing reservations and customer flow.
- 5. Implemented cost-control measures that reduced operational expenses by 15%.
- 6. Provided exceptional customer service, contributing to a welcoming atmosphere.

EDUCATION

Associate of Arts in Hospitality Management

Culinary Institute of America

♣ Phoenix A7

Studied principles of restaurant management, customer service, and food safety.

SKILLS



ACHIEVEMENTS

Increased customer satisfaction scores by 15% through improved service training initiatives.

Reduced food waste by 20% by implementing better inventory management practices.

Successfully coordinated a high-profile event, enhancing the restaurant's reputation and attracting new clientele.