

# ROBERT SMITH

## Bakery Manager/Store Manager

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To find a company that will allow me to utilize the skills that I do have, and to learn new ones in the process and help them grow as a company. I would like to be able to show and prove that I am a quick learner and will be a good asset for the company.

### **NOVEMBER 2008 - NOVEMBER 2012**

#### **BAKERY MANAGER/STORE MANAGER - ABC CORPORATION**

- Promoted trust and respect among associates, with a positive attitude.
- Created an environment that enabled customers to feel welcome, important and appreciated by answering questions regarding products sold within the department and throughout the store.
- Gained and maintained knowledge of products sold within the department - Slice deli meats and cheeses to customers requests using proper deli equipment.
- Prepared deli/bakery/bistro items per customer requests using proper bakery equipment.
- Recommended deli/bakery/bistro items to customers to ensure they got the products they wanted and needed.
- Used equipment in deli/bakery/bistro such as the refrigerators, freezers, and ovens according to company guidelines.
- Adequately prepared, packaged, labeled and inventoried ingredients in merchandise.

### **2005 - 2008**

#### **BAKERY MANAGER - ABC CORPORATION**

- Improved use of P&L statements to maximize revenue and have increased profits to achieve a bonus quarterly.
- Continuously increase employee morale through innovative leadership techniques and integrating both daily and annual performance reports Managed back of house operations including food preparation, quality control and expediting continuously achieved a 100% audit on safety & sanitation, weights & measurements, and pricing accuracy.
- Also gain 98% customer service satisfaction on food quality and timing.
- Created numerous in-store contests and promotions to increase sales, productivity and facilitate team building ideas were so successful they were adopted by the corporate office and used for training purposes.
- Deal with customer complaints and concerns achieving record 100% customer satisfaction ratings.
- Worked directly with health inspectors and city officials to ensure that store

meets and exceeds local laws and codes achieved a record rating of 100% for 6 audits.

- Created employee schedule to ensure labor hours fall within projected guidelines and accommodating numerous employee requests..

## **EDUCATION**

## **SKILLS**

Critical Thinking, Excellent Customer Service, Great Attention To Detail, Team Oriented, Happy To Assist Others.