



# JACKSON TURNER

Dining Room Manager - Lead

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Menu Planning



Quickbooks Management



Advanced Excel Skills



Customer Feedback Analysis



Sales Forecasting



Team Building Activities



## INTERESTS

🦋 Birdwatching 🧳 Traveling

🏠 Sports Coaching 🧶 Knitting

## STRENGTHS

🔧 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



French



Arabic

## ACHIEVEMENTS

🌟 Increased overall guest satisfaction scores by 25% through innovative service initiatives.

🌟 Successfully implemented a new training program that reduced staff turnover by 15%.

## PROFESSIONAL SUMMARY

Accomplished Dining Room Manager with 10 years of experience in elevating guest satisfaction and leading high-performing teams. Expertise in optimizing dining operations, enhancing service quality, and fostering strong guest relations. Committed to creating a vibrant dining atmosphere while driving operational excellence and team cohesion.

## WORK EXPERIENCE

### Dining Room Manager - Lead

📅 Apr / 2018-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Executed five-star service standards, ensuring consistency and excellence across all dining experiences.
2. Developed and managed staff schedules based on anticipated guest volume, optimizing labor costs.
3. Fostered a collaborative team environment, effectively leading staff to enhance overall service performance.
4. Addressed and resolved guest concerns promptly, maintaining high levels of satisfaction.
5. Introduced and facilitated themed dining events, increasing guest participation and revenue.
6. Maintained open communication with the management team to align departmental objectives and resources.
7. Implemented quality control measures to uphold service excellence and operational standards.

### Dining Room Manager

📅 Apr / 2015-Apr / 2018

Lakeside Apparel Co

📍 Chicago, IL

1. Oversaw the daily operations of a 160-seat dining room and bar, ensuring smooth service during peak hours.
2. Managed financial transactions, including closing sales and deposits, to maintain accurate financial records.
3. Coordinated logistics for member events, including buffet planning and dining room arrangements.
4. Provided comprehensive training for new staff, enhancing service quality and team performance.
5. Handled guest complaints and feedback, striving for effective resolutions and improved experiences.
6. Ensured the dining area was reset and prepared for service, adhering to established standards.

## EDUCATION

### Bachelor of Science in Hospitality Management

📅 Apr / 2012 - Apr / 2015

University of Southern California

📍 Chicago, IL

Focused on restaurant management, customer service, and operational efficiency.