

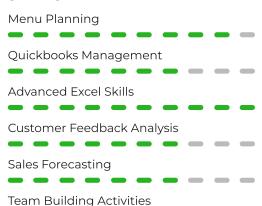
JACKSON TURNER Dining Room Manager - Lead

(123) 456 7899

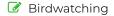
Los Angeles

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SKILLS



INTERESTS







STRENGTHS









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

Lakeside Apparel Co

T 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

Thicago, IL

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