Front Of House Manager

ROBERT SMITH

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Objective

Detail-oriented, organized and self-motivated person with more than seven years of managerial experience in the service industry who is looking for a full-time position with an established company.

Skills

Microsoft Office, effective oral and written communication, time-management, decision making, problem-solving, adaptability and flexibility, leadership skills, creativity and teamwork.

Work Experience

Front Of House Manager

ABC Corporation - August 2004 – December 2010

- Hired and trained new staff for restaurant opening.
- Supervised a great team of professionals in the FOH Increased profits by developing, initiating and managing marketing activities for restaurant group sales.
- Implemented innovative programs to increase team loyalty and reduce turnover.
- Developed weekly schedules and floor plans for team.
- Ordered and received daily deliveries from purveyors.
- Provided excellent customer service to restaurant guest.
- Educate new hire on vast menu options and ways to increase sales.

Front Of House Manager

ABC Corporation - 2003 – 2004

- Hiring and training of FOH Staff including servers, bartenders, and Hosts.
- Responsible for all FOH operations, maintenance, cleaning, labor, scheduling, ordering, staffing, and guest relations.
- Head local store Marketing Program.
- P&L analysis Accomplishments Increase scores on guest satisfaction surveys.
- Control of labor costs.
- Boost Moral of Restaurant.
- Increase retail & last sales..

Education

Bachelors of Science in Hotel and Resort Management - (University of Technology - Kingston)

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