

ROBERT SMITH

General Store Manager/Associate

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Proactive and results-driven Human Resources professional with demonstrated experience in management, presentations, communication, and problem solving.

EXPERIENCE

General Store Manager/Associate

ABC Corporation - NOVEMBER 2006 - MARCH 2009

- Managing a high volume restaurant & improving all controllable costs thereby maximizing financial performance.
- Responsible for effectively developing, managing and leading the restaurant team to provide excellent service.
- Managing 20 employees by organizing schedules, ensuring Health & Safety and also that hygiene procedures & standards are maintained, performing weekly inventories and emphasizing the highest standards of customer service.
- Experienced in resolving customer complaints and promoting conflict resolution by utilizing strong written and oral communication skills.
- Acting as main Human Resources contact for the store by recruiting employees, interviewing prospective candidates, hiring and training employees, processing payroll bi-weekly, calculating stores daily sales, and reporting weekly numbers to the home office.
- Experience managing people and driving business performance.
- Strong motivational and influential people skills.

General Store Manager

ABC Corporation - 2001 - 2006

- Managed a team of 15 employees Monitored and reported changes in competition such as the entry or departure of competitors and changes in merchandising, pricing and marketing strategies.
- Tracked and reported all changes in the business environment such as changes in traffic patterns, economic development, large employer openings and closings, and customer buying preferences.
- Analyzed financial performance of the store to create action plans to improve store performance Developed a customer driven culture that supports outstanding customer service.
- Developed and maintained a sale focused climate, focusing on suggestive selling and growing guest check averages.
- Instilled proactive customer support in the store teams via ongoing coaching and training of all team members.
- Recruited qualified, select, hire and develop effective and engaged Assistant Store Managers and Store Associates.
- Developed and supported a high energy work climate that embraced

a warm family oriented work place.

EDUCATION

- BBA in Human Resources - (Tarleton State University - Stephenville, TX)

SKILLS

Management.