

Objective

Highly proactive manager with over 7 years of experience in team leadership in the restaurant industry. Background includes sales, management, and customer service. Flexible, results-oriented Manager offering focused leadership and restaurant operations knowledge to drive profitability.

Skills

Customer Service, MS Office, Clerical.

Work Experience

Lead Hourly Shift Manager

ABC Corporation - October 1999 – May 2003

- Interacted positively with customers while promoting current promotions and services.
- Clearly and promptly communicated pertinent information to staff, such as large orders or last-minute menu changes.
- Actively participated in ongoing customer service programs to build sales and rapport in the community.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Led and directed team members on effective methods, operations and procedures.
- Prepared for and executed new menu implementations.
- Oversaw personnel to maintain adequate staffing and minimize overtime.

Hourly Shift Manager

ABC Corporation - 1996 – 1999

- Supervise the stores daily operation following company policies and procedures.
- Train new crew members when needed as well as making sure all crew members are doing their required duties.
- Execute mid-of-day inventory as well as night inventory.
- Prepare catering orders if needed to deliver orders as well.
- Audit sales for the entire day.
- Perform hourly loads on all food products as required per company policy.
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

High School Diploma - (Crosby High School - Waterbury, CT)