

Multi Unit Manager

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Objective

A hands-on restaurant management professional with nearly a decade of progressive experience in managing and leading service teams in a competitive environment. Particular expertise in the design and development of promotions and in-house advertising to stimulate sales. A veteran coach and trainer with a keen eye for talent.

Skills

Recruiting, Onboarding, Terminations, Inventory Management, Customer Service, P&L Knowledge.

Work Experience

Multi Unit Manager

ABC Corporation - 2002 - 2005

- Spearheaded the launch of a new store primarily responsible for the design, recruiting, and training of 42 new employees.
- Instituted a monthly calendar of daily specials which increased sales 22%.
- Chaired and coordinated daily staff meetings to ensure goals and core values were being met and clear communication provided on service and staff issues.
- Increased bar sales 18% in 7 months by aggressive promotion of special events.
- Created weekly schedules for 70 bartenders, servers, and kitchen personnel.
- Instituted job sharing and flexible scheduling that reduced labor costs by 31%.
- Instituted quarterly reviews for all employees to provide focus on the action required to improve customer service and increase sales.

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Delta Corporation - 2000 - 2001

- Salesmanship, Leadership, Managed my own store along with 4 other locations, directly Visual Merchandising, coaching, and developing store managers.
- Responsible for three units with an aggregate volume of \$2.5 million in sales.
- Duties included overseeing a staff of two assistants and two shift managers in each unit, in addition to the hiring and training for 25-30 employees.
- Duties are the same as reflected in the above restaurant description.
- Opened three new units.
- Multi-Unit operator focusing on Bakery Operations of 9 Cafes with AWS of \$49K a week Managed the full cycle recruiting process up to and including.
- Responsible for the overall management of 2 Facilities Implemented new money management program resulting in a 75% decrease in facility shrinkage and loss.

Education

GED