JS Janet Smith

Experienced restaurant manager with a focus on high-density venues and streamlining processes. Organized and efficient professional with three years of practice supervising wait staff, de-escalating customer complaints and reducing staff turnover. Expert user of restaurant management software like TouchBistro and Toast POS.

222 There Street,
Nowhere, PA, 98765
youremail@example.com
(987) 654-3210

Professional Experience

Front of House Manager

Fine Dining Foods, Scranton, PA October 2017 - Present

- Supervise front of house staff including servers, host/hostess, bartenders and cleaning to ensure the restaurant is clean and well-presented for customers
- Hired and trained 30+ staff members on fine dining service expectations, food and beverage experience and health and safety compliance
- Added a featured food and beverage program that resulted in a 15% revenue increase in the first month

Leader Server

Big Steak House, Scranton, PA August 2013 - September 2017

- Greeted and served 25+ tables daily, paying attention to details and providing excellent service earning customer satisfaction ratings of 98%
- Attended all voluntary tasting opportunities to better learn the menu and developed the ability to make more targeted food recommendations, increasing average ticket revenue by 9%
- Handled all customer complaints with tact and diplomacy, swiftly resolving any issues

Education

Bachelors in Food Service Management, 3.69 GPA

Penn State University, State College, PA
August 2013 - June 2017

- Created a volunteer organization that reduced kitchen waste by transporting soon-to-expire foods and raw ingredients to local food pantries and soup kitchens
- Averaged donations of more than 300 pounds of food per week, feeding 250 hungry locals

Key Skills

- Demonstrated skill at training and retaining staff members
- Exceptional communicator with both staff and the public
- Knowledgeable about menu design with regards to profit margins and menu specials
- Savvy marketer with experience working on social media and with rewards programs