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Profile

High-energy restaurant manager with exceptional customer service skills and the desire to deliver an out-of-this-world dining experience. Training expert with experience in reducing turnover and improving customer satisfaction while also building new revenue streams through consistent upselling techniques.

Key Skills

- Budgeting expertise
- Experience serving and training exceptional servers for the dining room
- Highly organized and familiar with restaurant ordering software
- Savvy marketer and strategist
- Strong communication skills with a diverse group
- Tactful and diplomatic customer service

Education

Associate Degree in Restaurant Management, 3.7 GPA
Walnut Hill College, Philadelphia, PA, August 2015 - June 2019

- Collaborated with culinary arts instructors and local businesses to create a student-work program offering affordable catering in the local area in return for college credit.
- By graduation, the program awarded 400+ instructional hours and earned the college more than \$7,000 in addition to student earnings.

Professional Experience

Bar Manager, Family Restaurant, Philadelphia, PA
January 2018 - Present

- Collaborated with chefs and bartenders to design signature cocktails and food pairing suggestions that increased bar revenue by 25% within three months
- Created a customer service training program for bartenders that boosted customer satisfaction ratings from 85% to 96%
- Reorganized bar layout to improve efficiency, reducing customer wait times by 15%

Server, Pancakes House, Philadelphia, PA
September 2015 - January 2018

- Served more than 50 tables per day with tact and efficiency
- Worked with the greeting and serving staff to create a collaborative environment where all servers assist with any table
- Generated customer satisfaction ratings of 98% in the assigned section and improved revenue through the use of upselling and special menu programs