Liam Jackson

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Profile

Skilled leader in the food service industry with over eight years of experience in restaurants, a SafeServe Food Service Management certification, and a history of improving profitability and customer satisfaction. Comfortable managing a staff of more than 30 at once.

Professional Experience

General Manager of Food Service, Bucee's, Austin, TX
June 2018 – Present
- Oversee food prep methods, portions, and presentation of food to ensure the item is prepared and presented in an acceptable manner
- Interview, train, and monitor employees and operations to ensure customer's expectations are exceeded
- Manage budgets and payroll to improve overall profitability
- Ensure that employee compliance with health and food safety standards

Kitchen Manager, The Cheesecake Factory, Temple, TX
May 2015 – May 2018
- Supervised kitchen employees and organize food orders
- Recruited and trained new hires in food safety, health standards, other company norms and expectations
- Monitored inventory levels and performed weekly inventory assessments
- Brought down supply cost by 15% by negotiating with vendors

Assistant Kitchen Manager, The Melting Pot, Oklahoma City, OK
March 2014 – May 2015
- Managed daily operations and 8 kitchen staff under the direction of the general manager
- Ensured kitchen sanitation according to health and safety guidelines
- Streamlined food prep procedures, which resulted in a 5% profitability increase
- Evaluated guest feedback and managed to resolve 70% of in-person complaints without supervisory intervention

Education

Associate of Applied Business Degree in Hospitality Management with a concentration in Culinary Arts
TRI-COUNTY TECH, Bartlesville*, OK, September 2010 - June 2012*

Key Skills
- Organized
- Menu planning
- Inventory management
- Payroll processing and review
- Conflict resolution
- Supervising 30+ staff at once

Certifications
- SafeServ Food Safety Manager Certification 2018