

Monica Mercer

100 First Street, Pittsburgh, PA 10000
m.mercer@email.com
(444) 444-4444

PROFILE

Punctual, organized worker with experience in both food preparation and staff management. Keep customer complaints low and work to resolve the few that do arise. Maintain clean, orderly spaces that comply with health codes and reflect well on the restaurant. Skilled trainer who sets new hires up for success.

PROFESSIONAL EXPERIENCE

Restaurant Manager

Ricky's Restaurant, Pittsburgh, PA | July 2018 - Present

- Schedule the restaurant's 30+ workers to cover staffing needs during 24/7 operating hours
- Implement new training and scheduling policies, helping cut annual staff attrition by 40% to date
- Oversee cleaning and maintenance procedures, reducing customer cleanliness concerns by 80% and equipment repair costs by 10%
- Resolve customer concerns in keeping with restaurant policies
- Recognize and promote high-performing employees

Kitchen Manager

Arby's, Philadelphia, PA | October 2015 - June 2018

- Ordered food supplies and checked deliveries for accuracy, overseeing \$10,000 in orders per week
- Ensured safe food storage and preparation
- Resolved scheduling conflicts among kitchen staff
- Created and adjusted menus based on company promotions and food supply availability

Line Cook

Kentucky Fried Chicken, Pottstown, PA | July 2013 - September 2015

- Prepared 100+ orders per shift based on the head cook and shift manager's instructions
- Operated commercial deep fryers, ovens and other equipment
- Assisted with opening and closing procedures, including cleaning and maintenance tasks

EDUCATION

High School Diploma

Pittsburgh High School,
Pittsburgh, PA

September 2009 - June 2013

KEY SKILLS

- Schedule and payroll management
- Inventory control
- Customer service