

Benjamin M. Johnson

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Education

Grambling State University
Grambling, Louisiana
Major: Business and Marketing

2003-2005

Experience

Bar Manager

Sept. 2012 - Present

Players Arcade & Sports Grill

A fun fast paced environment in which I was responsible for the upkeep of environment, service standards and procedures in all FOH positions. Specifically as the Bar manager I conducted all inventories, orders, and product/vendor management. Because it is a fairly new restaurant, I also helped in the development of some the new procedures being used today.

Manager

Chevys Fresh Mex

Sept. 2011 – July 2012

As one of the Assistant Managers at Chevys I am responsible for all operational and guest relation issues. As a front of house manager I directly oversaw the bartenders and servers and ensured they had the tools and knowledge necessary to give the best service possible. I was also extensively trained in all kitchen operations, therefor responsible for the production of consistent quality food and plate presentation behind the Head Chef. My location in Emeryville was one of the test stores so I was constantly adapting to new menu items and promotions while training my staff to do the same.

Marketing Manager/Assistant Manager/Bartender

Buffalo Wild Wings College Park, MD

Dec. 2009 - Sept. 2011

As the Marketing Manager I am responsible for the organization of all events and promotions for our college park store. I am also in charge of our community driven sponsorships and donations. Besides the marketing, I am also a manager in the restaurant required to monitor daily operations. Most of the time with multiple responsibilities, I participated in food and liquor orders, staffing, training, customer relations, building sales and running daily shifts in a \$100,000+/wk. store. My position requires me to be very organized and time management is of the utmost importance.

Corporate Trainer/Catering Manager/Bartender

Famous Dave's BBQ Restaurant

Sept. 2001- Aug 2003, Aug. 2006 – Dec. 2010

As the lead server and key employee, my job was to lead by example. I achieved this by becoming familiar with all the corporate specifications and being skilled at making the guest's experience memorable. As my responsibility grew, I became the Catering manager of our store in which I was responsible for the organization and execution of all catering orders and events. I was also responsible for building catering sales through food drops and promotional advertisement to local businesses. Through my knowledge of spec I became a member of the Corporate Training Team for which I traveled to newly opened stores to train the associates, including the largest and most profitable store in Times Square New York.

Sales/Customer Service Representative
Dial America Marketing

Nov. 2004 – Feb. 2005

Handled incoming customer service calls and conducted sales calls

Data Entry Clerk

ISS Information Systems Support

Jun. 2004 – Aug. 2004

At this IT Company, I was responsible for accurately transferring data from paper files into the new computer software that stored and sorted the information. This was a summer job that gave me experience in dealing with filing systems and secured data entry.

Server

Ryan's Steak house

Oct. 2003 – Apr. 2004

My primary responsibility was to make sure the guest was satisfied with their visit. This was done partially by ushering them to their seats, ensuring the food was fresh and drinks were always full.

Sales/Customer Service Representation

AV Marketing

As a Sales/ Customer service Representative my responsibilities were to produce sales for the Cingular and Dish Network corporations by making cold calls and answering the phone calls of interested customers and explaining the offers that were available. Once the sale was made, I was responsible for processing the appropriate paperwork to ensure prompt payment and delivery.

Achievements

- Completed over 400 hours community service
- Promoted to shift leader and Manager at Famous Dave's BBQ Restaurant
- Certified Corporate NRO trainer for All Front of House positions at Famous Dave's BBQ Restaurant
- Created a door to door canvassing department for AV Marketing
- Created a social club in High School dedicated to bringing African-American students together to support each other and generate new opportunities.
- For 4 years, participated in nationally recognized social group called Jack & Jill of America. This group participated in community service, educational, and cultural activities.
- Promoted from Bartender to Manager at Buffalo Wild Wings
- Excelled as a Manager at Buffalo Wild Wings and was promoted to Marketing Manager