

# **Kelly Foster**

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## **Profile**

	<p>A hard working, dynamic hospitality manager driven by excellent customer service and impeccable attention to detail.</p> <p>Enthusiastic knowledge and tenacious approach to</p> <ul style="list-style-type: none"><li>• Customer service/ guest relations</li><li>• Food sanitation and safety</li><li>• Experience in high volume/ high stress environments</li><li>• Profit and loss analysis and inventory</li><li>• Scheduling and hiring</li><li>• Team building/ staff training</li><li>• Continuous performance improvement</li><li>• Passion for diverse foods and products</li><li>• Devotion to detail</li><li>• Working knowledge of multiple computer operating systems</li></ul>
<b>Experience</b>	

May 2010 - November 2011	Trudy's Restaurants	Austin, Texas
	<b>Manager</b> Guide a staff of 70 to exceed guests expectations in a high volume family establishment while consistently <ul style="list-style-type: none"><li>• Balancing cost and sales to insure profitability</li><li>• Monitor back of house operations in order to maintain impeccable sanitation and food quality</li><li>• Teach and fine tune all aspects of service of the staff</li><li>• Insure the highest level of guest service to promote and maintain repeat business</li><li>• Clean and Organize any and all areas of the establishment</li></ul>	
2006-2009	Pappas Restaurants	Houston, Texas
	<b>FOH Manager/ Guest Relations Manager</b> Directed general restaurant operations for a high volume, fast paced environment,	

	while ensuring a positive experience for every guest. Oversaw and organized all guest relations matters, with direct contact to guests.	
<b>Education and Certifications</b>		
	The Art Institute of Houston Associates of Applied Science in Culinary Arts	Houston, Texas
	Food Protection Manager Certification, ServSafe	
	TABC Certified	

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