

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"> • Customer service/ guest relations • Food sanitation and safety • Experience in high volume/ high stress environments • Profit and loss analysis and inventory • Scheduling and hiring • Team building/ staff training • Continuous performance improvement • Passion for diverse foods and products • Devotion to detail • Working knowledge of multiple computer operating systems
Experience	

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