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1 message

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To: kx8bq-4208356943@job.craigslist.org

Mon, Nov 25, 2013 at 11:23 AM

if you cant read my resume please call me at 530-350-8359 thank you bruce

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Professional Summary

Restaurant Manager with banquet management background. Extensive experience catering parties that served more than 350 guests. Customer relations, floor planning and menu development expertise. Highly proactive manager with 20 years experience in team leadership in the restaurant and hospitality industries. Background includes sales, management and front and back-of-the-house operations. Restaurant Manager with expertise in general operations management, special events, staff development and training, recruitment and vendor negotiations.

Skills

- ◆ Service-oriented
- ◆ Inventory control and record keeping
- ◆ Staff scheduling
- ◆ Natural leader
- ◆ Food service background
- ◆ Strong work ethic
- ◆ Conflict resolution techniques
- ◆ Passion for customer satisfaction
- ◆ Proven cost-control expert
- ◆ Results-oriented

Work History

handyman 06/2013 to 09/2013
property paul – Sacramento, CA
I did home repairs for his rental property

Product demonstrator and sales 06/2012 to 12/2012
zip Fizz – Sacramento, CA

Demonstrated product sales inventory control, worked closely with store manager where our product was sold

Banquet Captain 01/2009 to 06/2012
Ole Mandrid – San Diego, CA

- ◆ Carefully interviewed, selected, trained and supervised staff.
- ◆ Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.
- ◆ Interacted positively with customers while promoting hotel facilities and services.
- ◆ Organized special events in the restaurant, including receptions, promotions and corporate luncheons.

Banquet Manager 11/2006 to 12/2008
Morgan Creek Country Club – Roseville, CA

- ◆ Carefully interviewed, selected, trained and supervised staff.
- ◆ Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- ◆ Led and directed team members on effective methods, operations and procedures.
- ◆ Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- ◆ Reduced labor costs by [10-20] percent while maintaining excellent service and profit levels.
- ◆ Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.
- ◆ Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.
- ◆ Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and terminations.
- ◆ Promoted the business through participation in and sponsorship of community events.

owner/Operator 05/2005 to 10/2006
Ponds by Bruce – Sacramento, CA

Build custom ponds and landscaping

- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Actively participated in ongoing customer service programs to build sales and rapport in the community.

Restaurant Manager

Fats Asian Bistro - Roseville, CA

08/2001 to 09/2005

- Carefully interviewed, selected, trained and supervised staff.
- Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.
- Interacted positively with customers while promoting hotel facilities and services.
- Correctly calculated inventory and ordered appropriate supplies.
- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.
- Actively participated in ongoing customer service programs to build sales and rapport in the community.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and terminations.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.

Restaurant Manager & Banquet Manager

Susanne Restaurant & Bakery - Rocklin, CA

05/1995 to 07/2001

- Carefully interviewed, selected, trained and supervised staff.
- Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.
- Interacted positively with customers while promoting hotel facilities and services.
- Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
- Correctly calculated inventory and ordered appropriate supplies.
- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.
- Actively participated in ongoing customer service programs to build sales and rapport in the community.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Led and directed team members on effective methods, operations and procedures.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Promoted the business through participation in and sponsorship of community events.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.
- Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Reduced labor costs by [10-15] percent while maintaining excellent service and profit levels.

Kitchen Manager

Sierra Tahoe Ski Ranch - South Lake Tahoe, CA

12/1993 to 05/1995

- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.
- Created fun team building activities to engage staff in up-selling to meet revenue targets.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.
- Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and terminations.
- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
- Prepared for and executed new menu implementations.
- Led and directed team members on effective methods, operations and procedures.
- Strategically developed effective marketing plans to increase sales and profits while managing costs.
- Correctly calculated inventory and ordered appropriate supplies.
- Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
- Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.

Education

High School Diploma: General Education

1983

Foothill High School - Sacramento, CA

Associate of Arts: General Education

1987

Sierra College - Rocklin, CA

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