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Objective

Expand leadership and sales marketing expertise while utilizing customer service and management experience in the restaurant/hospitality industries through direct customer contact and interface.

Work experience:

Kobe Steakhouse San Antonio, TX 10/15/2011-1/18/2014
Manager/Head Chef

- Employee scheduling, dealing regularly with local vendors, quality assurance to guests, inventory control, training and managing 12 employees, business website management, local store marketing and use of Focus POS.
- Customer service/interface, guest relationship building and customer retention, kitchen prep work and back of house management
- Sushi and food preparation with guest interface and customer engagement

Benihana San Antonio, TX 4/1/2009-10/14/2011
Kitchen Manager/Head Chef

- Food and guest quality assurance, customer service, team leader
- Control of food and paper cost, tip share management, tip distribution among employees according to performance and use of Aloha POS.
- Inventory control, scheduling for back of house, placement of chefs where one needed improvement, employee/chef training and delegation of job duties
- Food prep, customer relationship building and retention through direct interaction with guests during meal/sushi preparation

HonMachi San Antonio, TX 8/5/2006-3/31/2009
General Manager/Head Chef

- Management of Front of House and Back of House, new employee training, employee delegation and use of Tiger POS.
- Food cost control, relationship building and purchasing from restaurant supply vendors, local store marketing and sales forecasting
- Quality assurance, staff scheduling, accounts payable and employee tip distribution

Skills and Expertise

- Proficient in Microsoft Office including Word, Excel, Powerpoint and Outlook
- Typing speed of 70 WPM
- Ability to learn and adapt to new things quickly
- Customer retention and interpersonal skills
- 20 years experience in both customer interface and relationships with vendors