

John Shockley

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Objective

Dedicated, proactive professional with experience in restaurant management seeking full time employment in the hospitality industry.

Profile

A dynamic, results-oriented manager, offering focused leadership to drive sales and profitability in highly competitive markets. Consistently achieving performance goals through enthusiasm, tenacity and initiative.

Noted for outstanding communication skills with both guests and staff; resolving problems quickly and effectively to ensure happy customers and happy employees.

Skills Summary

◆ Team Building	◆ Customer Service/Guest Relations	◆ Continuous Performance Improvement
◆ Purchasing/Inventory Management	◆ Cost Control	◆ Strategic Marketing & Sales
◆ Quality Assurance/Control	◆ Policies & Procedures	◆ Professional Presentations
◆ Safety Management		◆ Literate in MS Word & Excel
		◆ POS Systems

Employment History**LOEWS HOTEL – HOLLYWOOD, CA****Food & Beverage Supervisor, 2013 to Current**

Lead the service team to perform within Loews standards and provide guests with exceptional service.

Oversee and manage the day to day operations for both In Room Dining as well as the Loews Lobby Bar.

Interact with all guests to ensure satisfaction and provide managerial presence.

Purchase and control of inventory and stores with strict attention to budget guidelines.

Initiated employee empowerment program allowing employees to control and be accountable for patrons' experience.

BURGER LOUNGE – Santa Monica, CA**General Manager / Training Manager, 2012 to 2013**

Managed total restaurant, operations, and areas of staff management, customer relations, budgets, vendor relations, inventory control and pricing of food and beverages.

Directed the recruitment, interviewing, hiring, training, and evaluation of crews

Ensured a safe work place and pleasant customer experience. Oversaw the quality of recipes, service standards and sanitation practices. Streamlined controllable spending in an ongoing effort to meet weekly overhead expenditures.

Posted a general ledger, processed weekly payroll, and prepared weekly sales report.

ALEX'S BBQ & BEACH BAR – Shell Beach, CA

Restaurant Floor & Beverage Manager, 2010 to 2012

Managed all front of house operations for this high volume restaurant.

Hire, train, motivate, supervise, evaluate, schedule, and terminate employees.

Effectively lead and motivated employees through implementation of in house training and incentive plans, resulting in increased productivity levels and employee satisfaction.

Responsible for cost control through monitoring, over pouring, spillage, and bartender drink knowledge. Maintain excellent customer service by stressing the customer comes first in all weekly employee meetings.

Handle weekly inventory and vendor relations to ensure the timely and cost-effective purchasing of food, beverages, liquor, beer and small wares.

REFERENCES FURNISHED UPON REQUEST