

# **Zachary C. Mahon**

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## **PROFILE**

Energetic manager with 10+ years restaurant experience seeking a challenging management position which will fully utilize my ability to manage people and processes. A creative problem solver with ability to maximize profits, motivate staff, and resolve conflict.

## **PROFESSIONAL EXPERIENCE**

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### ***Red Hawk Casino***

#### ***Pearl Asian Cuisine/ Pearl Express***

6/13-12/13

Restaurant Manager

- Managed all aspects of food service operations for two separate outlets, fine dining and a quick service concept.
- Oversaw inventory control, ordering, food sanitation and quality control of food products.
- Assisted in the development and executed the opening of Pearl Express Restaurant.
- Promoted guest satisfaction to ensure repeat business, encouraging great service while delivering a quality product.
- Responsible for all hiring, training, and scheduling as well as discipline and termination of team members.
- Helped to maintain Pearl Asian cuisine as KCRA's A List "Best Chinese Dining" for the third year in a row.

#### ***Waterfall Buffet***

1/12- 6/13

Restaurant Supervisor

- Assisted in the management of the largest restaurant in the Sacramento region, serving up to 3500 guests per day as well as nearly 2 million dollars in sales each month.
- Oversaw all aspects of buffets day to day operation, ensuring great service, great food, and a clean and comfortable dining environment.
- Helped with scheduling and assisting nearly 100 team members in order to ensure guest satisfaction and repeat business.
- Banquet style event planning as well as execution for parties of up to 100 guests.

#### ***Two Rivers Café***

3/11 -12/11

Restaurant Supervisor

- Assisted in the operation of a fast paced 24 hour food service operation, serving over 2000 guests daily.
- Provided support to my staff, doing anything and everything needed to ensure excellent guest service.
- Assisting with supply orders, bakery orders, along with all other aspects of fast food management.

#### ***Food and Beverage Management Training***

10/10-2/11

- Trained in all aspects of food and beverage management.
- Spent between 3-5 days working at each job in 5 different restaurants, beverage department, bakery, butcher shop, and executive management.
- Acquired knowledge necessary for the operation of both FOH and BOH.

***Pearl Asian Cuisine****11/08-10/10*

Food Server

- Provided excellent service in a fine dining setting.
- Acquired knowledge of a large variety of Asian Cuisine, including Chinese, Japanese, Thai and Vietnamese.
- Ensured guest satisfaction by providing extensive menu knowledge, executing service style and pace on the needs of the guest.

***Tavano's Napoli Ristorante****9/06-10/08*

Restaurant Supervisor/ Head Server

- Fine dining service in an upscale romantic atmosphere.
- Acquired knowledge of hundreds of wines, specializing in Italian Wines, as well as wine pairings.
- Responsible for opening and closing of restaurant, alcohol purchase and inventory, training, and all aspects relating to the FOH operation of a fine dining restaurant.

***Old Spaghetti Factory****11/04-9/06*

Food Server

- Delivered family friendly service in a fast paced environment, serving up to 40 guests at a time.
- Member of a banquet style service team, providing service for parties of up to 150 people.
- Responsible for salad prep, food and drink service, and dessert preparation.

**EDUCATION AND TRAINING**

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*ServSafe* certified through 2016.

Red Hawk Casino Food and Beverage Management Program

*November 2010-February 2011*

American River College

*2003-2005*

Rio Americano High School

*1999-2002***REFERENCES**

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Nicholas Fonseca	Tribal Chairman, Red Hawk Casino	530.676.4910
Catherine Fonseca	Tribal Treasurer, Red Hawk Casino	530.676.4910
Walter Hahn	Executive Chef, Red Hawk Casino	916.337.6935