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## Sean Doherty

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**Qualifications** I bring over 14 years of restaurant management experience requiring strong customer service skills, analytical proficiency and effective communication skills.

**Education** 1996 - 1999 Culinary Institute of America Hyde Park, NY  
**Bachelors Professional Studies in Culinary Arts Management**  
Associates Occupational Studies in Culinary Arts

**Employment** 2012-2014 University of California Berkeley Berkeley, CA  
**General Manager Campus Restaurants And Retail Operations**

Winner of the Ivy Award.

- Manage front of the house, retail, and back of the house operations for four units, largest unit exceeded five million dollars in sales.
- Worked with staff from two different unions.
- Oversee monthly inventory, SAS compliance, and payroll systems.
- Assisted Concessions with hiring, payroll, and game day support.

2003- 2011 The NM Café, Neiman Marcus McLean, VA  
**General Manager**

The premier retailer for the luxury market.

- Effectively increased revenue by selling catered events and services.
- Manage front of the house and back of the house operations for a high volume restaurant.
- Direct efficient guest flow through participative shift management, scheduling a staff of up to fifty crew members including servers, bus person, host/hostesses and bartenders.
- Oversee employee relations encompassing staff recruitment, training and performance evaluation.
- Handle weekly and month inventory and vendor relations to ensure the timely and cost-effective purchasing of food, beverages, catering liquor, beer and small wares.
- Effectively lead and motivate employees through implementation of in-house training and incentive plans, resulting in increased productivity levels and employee satisfaction.
- Hold P&L accountability; manage sales analysis, forecasting, and reporting activities.
- Ensure the integrity of restaurant operations through excellence in customer relations.
- Participate in Menu Planning meetings to collaborate on the development of new standardized menu, contributing to item, pricing, and design changes,
- Attract, retain, and promote new business through proactive community service efforts.
- Responsible for menu creation and development, creating daily specials, ordering food, supplies and alcohol.
- Provide in store support with special catered dinners for platinum and high profile customers.
- Created spreadsheets, order guides, kitchen systems, and other tools used in the restaurant

as well as in the retail store.

- Initiated outside catering and shoe box lunch service.
- Train Staff in Tips (Training for Intervention Procedures) with annual follow up classes.
- 90% staff retention.
- Generate the highest sales and profit on the East Coast.

1999 - 2003

Nordstrom's Cafe

McLean, VA

### **Café Manager**

Most popular department in store, world renowned for customer service and quality.

- Started as Assistant Kitchen Manager/ Front Manager, a position created for me.
- Rapidly promoted to Café Manager at the Annapolis location, then to the Bethesda location, and finally the Tysons Corner location, the company's highest volume restaurant. Through promotions, cost control, labor management, and team work made it the highest profit percentage restaurant .
- Co-Author'd the MIT program and the new employee module training program.
- Managed total restaurant operations in areas of staff management, customer relations, vendor relations, budgets, inventory control and purchasing of food, beverages and small wares.
- Generated a 24% Cost of Sales by utilizing waste, creating specials, and finding quality purveyors.
- Lowered Labor cost by cross training employees, staggered schedules, increasing productivity through incentive plan. Also increased retail sales.
- Ensured guest satisfaction and created standards of service for front of the house employees.
- Trained new managers and helped open stores throughout the east coast.
- Developed the red book for the restaurant division.

1998 - 1999

**Caterer**

Hyde Park, NY

### **Partner**

Owned and operated small Catering business while attending culinary school.

- Catered Parties and Rehearsal Dinners from Hyde Park, NY to Key Largo Florida.
- Responsible for sales and bookings, finding purveyors, recruiting workers, and renting materials.
- Helped with menu development.

**ETA Sigma Delta, International Hospitality Honor Society.**

**Eagle Scout, Customer Service All Stare,**

**Awards  
received**