

Vince Rodriguez
6260 Malvern Avenue
Alta Loma, CA 91737
Home 909-900-5025

VinceRodriguez04@gmail.com

SUMMARY OF QUALIFICATIONS

Court of Master Sommeliers, Level 1

- * Lead by example to assure primary focus of guest satisfaction of every table on every shift ;
- * Top line driven to maximize sales and opportunity's in building loyalty to the "Brand" and maximizing bottom line profits through bottom line ;
- * Able to assess problems and initiate corrective action with the ability to motivate personnel to high performance standards and excellence. ;
- * Well-developed communication skills demonstrated through successful interaction with guests and staff, production of detailed written sales and budget reports and projections

PROFESSIONAL EXPERIENCE

THE Sycamore Inn PRIME STEAKHOUSE / CASK N' CLEAVER STEAKHOUSE
Server / Manager 2014

- 2016

Attention to detail with 100% table visits assured guest were getting the highest level of service and product available
Ongoing education with staff using tools such as Wine Quest
Responsibilities include assuring liquor and wine inventories are abundant

Looking and seeking out great wines both in value and in reputation is an ongoing search of love

Featuring Midwestern corn fed prime steaks, prime ribs of beef, a tradition at the Inn for generations, as well as other delicious and exciting entrees, salads, and side dishes

BUFFALO WILD WING'S

Manager 2013 - 2014

Managed a staff of over 75

Training Manager to retrain staff to corporate levels
Trained in all technical areas of beer storage and service
Focus on guest priorities and satisfaction

DAVE AND BUSTER'S

Manager, 2012 - 2013

Focus on Fun filled time for families and kids

Daily interaction with guests is to assure game area is fun, upbeat, clean and organized in a ``controlled chaotic environment''.

Providing great food and service to start the experience, ultimately assures guest satisfaction at their destination

With volume in excess of \$250k + per week controlling all aspects of the restaurant

Scheduling a service staff of 70+, busser staff of 15+ and host staff consisting of 10+

Following trends and projection assisted in helping schedule accordingly, especially during party season where weekend sales

could hit \$90k+ per day. Driving sales are a priority focus with different challenges offered to staff daily.

THE CHEESECAKE FACTORY

Senior Manager, 2008 - 2010

Extensive background in human resources management including morale, education, and training

Able to assess problems and initiate corrective action

Adapt easily to fast-paced high-stress situations requiring attention to detail and follow-through

Able to motivate personnel to high performance standards and excellence. Consistently increase sales and guest counts

Experienced in conducting end-of-day procedures including counting cash sales, gift certificates, preparing and making bank deposits, and POS accounting

Proficient in overseeing daily operations including sales, labor and staffing, and targeted dollars, thereby increasing profitability.

LONGSHOT'S BAR & GRILL

Owner / General Manager, 2003-2008

Served as General Manager for a full-service, bar & grill with capacity of 450+ guests

Responsible for any upkeep, budget's and driving sales

Coordinated management in, hiring, training, and employee development

Monitored food cost, menu specials, and cost controls

Directed marketing and merchandising of nightlife ranging from Live Bands, DJ's, Comedians and Dance lessons

Successfully increased sales from years 2003 to 2007 by 51%.

CHART HOUSE RESTAURANT / PEOHE'S

Asst. General Manager, 2000 - 2003

Hired as Assistant Manager and then successively promoted to Assistant General Manager with one year due to outstanding job performance and leadership skills

Responsibilities included aspects of daily restaurant and management operations of a full-service casual dining seafood/steakhouse

Responsible for implementing and upkeep of wine selection of 170, 44 being prestige offerings

Duties included hiring / firing, training, direct supervision, and evaluation of 75 to 80 employees

Additional responsibilities included overseeing personnel management, developing and reinforcing employee sales and service skills

Conducted employee productivity review and motivation, staff scheduling

Reviewed financial information, monitoring budget to ensure efficient operation and those expenditures stay within limits, and take action to correct any deviations from the budget

Monitored dining room, food receiving, preparation, production, and storage areas to ensure that health and safety regulations are adhered to at all times

Consistently achieved bonuses for meeting and exceeding sales quota's and budget.

CASK N' CLEAVER / LORD CHARLEY'S

Manager, 1996 - 2000

Acquired knowledge of basic

kitchen and restaurant management, such as supervision, discipline, scheduling, training, accounting, and marketing

Maximized profitability by maintaining low food and labor costs

Regulated inventory levels ensuring adequate supply of food, liquor, wine, and beer

Duties included hiring / firing, training, direct supervision, and evaluation of 25 to 30 employees

Utilized as a troubleshooter for a low volume restaurant, and implemented a plan that was successful at increasing sales by 20%.