

Jasmin Foster

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Restaurant/Retail Manager with strong communication and organizational skills. As a leader I am focused on hiring, developing talent, role modeling high standards, and continuing my personal development. Expertise in:

- Communication/ Planning
- Training/ development
- Team Recognition
- Customer service
- Scheduling

Nando's Peri Peri Chicago-South**Product/ People Manager****2016-Present**

Monitored all daily operations, and Completed all daily reports and Manager communication logs.

Directs assignments, hiring procedures and training

Documented, investigated and resolved all guest complaints

Utilized all POS tools to project and adjust par levels for inventory.

Partnered with Managers at all levels to develop and promote staff into higher positions

Promoted 4 Leads to Supervisor/ Managers positions and trained 5 MIT's

Manage P&L and Increased staff recognition and decreased throughput

Opened 2 new restaurants with the Chicagoland Area

Executed catering events on/ off Premise of groups and Offices

Adhered to all company procedures, policies, expectations, and standards

Managed vendor applications, placed all orders/ paid invoices, counted all inventory, and R&M

Collaborated with marketing team to deliver seasonal promotions, special orders, and catering orders

Maintained high customer service standards 98% secret shopper average.

Noodles & Company**General Manager****12/2014-12/2015****Assistant Manager****04/2013-12/2014**

Developed high-performance teams during restaurant openings

Trained catering team/ created menu for tasting and sampling program

Exceed sales projections, set up payroll, manage P&L statement, discipline of team, plan weekly manager meetings.

Perform frequent walk-throughs to monitor daily operations, Handled all guest issues, and team requests. Created coupons, promotions and motivated team. Added over 120 catering contacts

Hosted tastings, patio parties, emails, and planned callbacks

Decreased restaurant turnover 30% 2015

Developed 6 trainers 2013-2014

Promoted 5 Supervisors, 1 Assistant Manager 2014-2015

Led organization in Guest surveys Ranked # 1 in SMG's 2014-2015

Macy's "The Walnut Room" Restaurant

Assistant General Manager **09/2009-04/2013**

Supervisor **01/2007-09/2009**

Interviewed, trained, and scheduled over 300 seasonal associates yearly

Conducted etiquette classes to ensure exceptional guest service standards

Increased profits by controlling food, beverage, restaurant supplies, uniforms and labor costs. Selling over \$100k in catering through tour groups and room rentals yearly

Collaborated with the Executive Chef on all food & beverage and selections

Created new menus and updated systems and tools with seasonal products and pricing

Hospitality Award **2009-2012**

Profit Award increased profit by 1.43% -2% totalling over \$750k 2009-2011

Marshall Field's 7 On State Food Hall

"Noodles" by Takashi Hagahashi

Rick Bayless "Frontera Fresco"

Cashier **06/2006-01/2007**

Handled cash, increased sales through menu knowledge

Followed sanitation standards, guest service procedures, developed high-performance teams, and assisted Celebrity chefs during restaurant launch

Assisted the Area Director, executive staff and store manager earning a reputation for maintaining a positive attitude and producing high quality work

Hospitality award **2006-2009**

Education

Harrington College of Design 2004 Chicago IL, United States

Interior Design

Kenwood Academy 2002 Chicago IL, United States

High School Graduate

Training

Certified Food Service Manager Chicago, IL United States

MIT training program- Nando's Peri Peri, 2016, RUM 1.0 2016, RUM 2.0 2017

MIT training program- Noodles & Co, 2013

Basset Certificate 2014

Skills

Windows, Outlook, Citrix, Micros, NCR, IBM, Aloha Manager, Chrome, Tracksmart, Pulse, Opentable, Catering, Insurance for On/ Off premise licensing, Permit Request, Word,Email,fax