

# Kristopher Muhr

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## Skills Summary

- Five years of managing inventory and quality control of craft cocktail bar and fine dining establishments.
- 15 years of professional experience in customer service with a proven track record of sales growth and customer satisfaction.
- Reputation for being creative team leader and empowering team members to develop new processes increasing job satisfaction, and personnel retention.
- Utilizing the experience from the hospitality industry to anticipate customer's needs with flexibility and efficiency to resolve customer service issues.

## Experience:

**Jamak Fabrications- Medical Inspection Contractor** June 2018-Present

- Perform final inspection on medical instruments after silicone molding to ensure proper seal and zero metal defects while maintaining less than 1% rejection rate.
- Training new team members on proper procedures for repair, rejection, and resealing of materials.

**Quiktrip Corporation- Night Assistant Manager** 2017-June 2018

- Achieved "Best in DFW" store in January and February 2018 with 98% CSA and 99% Food Service scores.
- Improved inventory costs by 8% through detailed auditing and adjusting par levels in EDI to accurately reflect current demands.
- Managed and monitored team members emphasizing customer service through efficient transaction speeds and ensuring proper placement and quantity of product.
- Ensured proper policies for tobacco and alcohol sales were followed per TABC regulations.
- Achieved the only 100% CSA score in October 2017.

**Assembler's Inc- Assembler Tech** 2016-2017

- Advised Retail stores which products needed to be pulled from inventory based on floor plan requirements.
- Inspected assembled product for repairs needed from customer or in-store damage adding value for retailers and a 10% raise in daily sales.
- Travelled to customer's home to assemble purchased product and advise proper ways to maintain and move product as well as

**Hickory & Fry- Food & Beverage Manager** 2014-2015

- Designed floor plan to maximize customer comfort and increase service efficiency.
- Created a unique craft cocktail menu establishing Hickory & Fry as one of D Magazine's Top 30 Cocktail bars in DFW.
- Collaborated with TABC to ensure proper regulations were followed while creating infused liquors to provide guests with a unique experience.
- Developed and implemented training material and processes based on fine dining principles for team