

Patsy Kempton

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PROFESSIONAL OBJECTIVE

Position where experience and training may be most effectively applied. Seeking employment affording opportunities for continuing professional challenge and personal growth.

OVERVIEW

- Demonstrated strengths in restaurant management, team building and excellent customer/diner service. Accomplished mixologist.
- Readily establish positive, professional rapport among senior decision makers team members and the public.
- Computer literate. Extensive POS experience.
- Demonstrated multi-tasking ability. Highly self-motivated.

EXPERIENCE SUMMARY

General Manager. Fancy That Restaurant, Norman, OK. 2010 - 2018

Server/Bartender. Chop House, Fort Worth, TX. 2009 - 2010

- Recruited, trained, supervised and motivated staff of thirty. Reviewed work for accuracy and completeness. Counseled on areas requiring improvement.
- Conducted inventories. Met with vendors to negotiate and purchase capital equipment, food, beverages and supplies.
- Applied diversity of networking and business development strategies to enhance general diner trade and catering.
- Coordinated and managed numerous catering projects. Advised customers on food and beverage selections.
- As customer/restaurant liaison, provided extensive service and follow-through. Assessed, investigated and resolved customer issues, problems and complaints.
- Designed menus. Developed alcoholic and non-alcoholic drinks, resulting in significant revenue increases.
- Operated point-of-sale (POS) cash registers. Handled large sums of cash, checks and credit card drafts.
- Gained invaluable experience and knowledge of fine dining, staff supervision and leadership.
- Customer service, business acumen and performance featured in The Star Telegram, Fort Worth, TX.

Excellent professional and personal references available upon request.