

TRACY DAVIS

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SUMMARY OF QUALIFICATIONS

- *A Service Management Professional* with a strong record of achievement and fast-track advancement, demonstrating expertise in managing all aspects of organizational change, including training and development, operations, administration and communications. Solid multi-tasking, time management, problem analysis, task management, and organizational skills.

PROFESSIONAL EXPERIENCE

GENERAL MANAGER

The Other Side by Track 7 Brewing

October 2017 – September 2019

- Management, development and execution of daily restaurant operations
- Fiscal Responsibilities; forecasting, budget (COG, Labor) P&L's
- Development of all opening procedures, SOP's, fiscal and opening budget, hiring, training and onboarding.
- Implementation of Management and Team Member training programs; Enhancement training
- Oversaw all opening construction, vendor relations and sourcing of equipment, wares and fixturing.
- Administrative Duties: Payroll, ordering, inventory and scheduling
- Menu development, execution, concept, costing and culpability
- Marketing; branding, culture, social media, promotions, events, charity.
- Responsible for recruitment, training and development of staff
- Ensure Staff productivity and efficiency through performance reviews, areas of responsibility, coaching, discipline and accountability

GENERAL MANAGER

Hook & Ladder Manufacturing Co.

August 2016 – October 2017

- Management, development and execution of daily restaurant operations
- Fiscal Responsibilities; forecasting, budget (COG, Labor) P&L's
- Development/ implementation of Management and Team Member training programs; Enhancement training
- Administrative Duties: Payroll, ordering, inventory and scheduling
- Menu development, execution, concept, costing and culpability
- Marketing; branding, culture, social media, promotions, events, charity.
- Responsible for recruitment, training and development of staff
- Ensure Staff productivity and efficiency through performance reviews, areas of responsibility, coaching, discipline and accountability

RESTAURANT CONSULTANT

Hook & Ladder Manufacturing Co.; Modrow-Bazett Inc.

February 2016 – August 2016

- Analyzed overall restaurant performance and profitability.
- Audit of Manager performance, time management, areas of responsibility, fiscal responsibility and overall impact.
- Assessed menu cohesion in relation to brand, concept and execution timelines.
- Designed and implemented strategies establish fiscal health, team member moral and overall culture.

ASSISTANT RESTAURANT MANAGER

Grange Restaurant & Bar

March 2014 – April 2016

- Management and execution of daily restaurant operations
- Development/ Execution of training programs and Team Member enhancement training
- Administrative Duties: Payroll, monthly ordering, inventory and scheduling and labor
- Support sales, operations and personnel functions of the company to ensure maximum productivity, profitability
- Accountable for recruitment, training and development of staff

- Uphold Team Member standards of conduct; Time and Attendance; Documentation
- TIPS Trainer certified
- Member of the Citizen Marketing Team; Developed and implemented sales and marketing initiatives

CORPORATE TRAINER / FLOOR MANAGER / CULINARY BARSTAFF

2006 – 2014

BJ's Restaurant, Inc.

- Development/ Execution of area wide training program and alcohol education classes
- Co-developed training program that was adopted by corporate to be used for the retraining of struggling locations.
- Corporate Task Force; opened 7 new locations and sent to 4 failing locations to revamp and retrain staff.
- Floor Manager; Assumes all administrative and supervisory duties of the Manager On Duty
- Lead Bartender/ Achieved mastery status in Bartending – “BJ’s Green Apron Honor”
- Support sales, operations and personnel functions of the company to ensure maximum productivity, profitability
- Responsible for alcohol costs/profit margin in compliance with corporate procedures

MARKETING/EVENT COORDINATOR

2009 – 2012

Miner’s Leap Winery

- Managed and Maintained all daily functions of the tasting room.
- Assisted in the implementation, organization and execution of all onsite events
- Created tasting/catering menus
- Assisted in all food production for all onsite events
- Responsible for all conception and execution of all promotions and advertising

GENERAL MANAGER

2004- 2006

A Paris Café

- Opening General Manager; hired two months prior to assist with all launch procedures.
- Developed and implemented procedures to assist managing a 20+ staff and all HR functions
- Enforced and applied all legal rules and regulations in regards to health and safety codes
- Responsible for staffing and food production for all catering events, both off and onsite
- Assisted with all daily food preparation for the café
- Created Profit and Loss statements, marketing/promotion department, all aspects of bookkeeping
- Supervised, trained, hired/terminated company staff

REFERENCES

Melanie Chavez	(916) 792-4486	Associate Director of Employee & Labor Relations, CSU Monterey
Brent Larkin	(916) 397-9061	General Manager; The Sawyer Hotel, Sacramento
Oliver Ridegway	(718) 730-2586	Executive Chef / Owner; Camden Spit & Larder, Sacramento