

# Kyri Moton

## **General Manager - IHOP**

Cincinnati, OH 45225

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A position with a company that will allow me to fully utilize my knowledge in service, education, and leadership along with helping others in need. Customer service professional dedicated to effective team management and customer satisfaction. Leadership expert with sound judgment and an ability to resolve problems tactfully and diplomatically as they arise. Dedicated to effective time and team management using emotional intelligence with each employee.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **General Manager**

Springfield, IHOP - Springfield, OH

October 2018 to Present

Promoted, General Manager at IHOP

### **Assistant Manager**

IHOP - Beavercreek, OH

January 2017 to Present

United States

Managed kitchen staff by recruiting, selecting, hiring, orienting, training, assigning, scheduling, supervising, evaluating and enforcing discipline when necessary.

Maintained a skilled kitchen staff by properly coaching, counseling and disciplining employees.

Actively involved in cost control, sanitation, menu development, training, recruitment, private dining and catering.

Ensured all staff understood expectations and parameters of kitchen goals and daily kitchen work.

Led shifts while personally preparing food items and executing requests based on required specifications.

Achieved and exceeded performance, budget and team goals.

Maintained smooth and timely operations in preparation and delivery of meals and kitchen sanitation.

Properly labeled and stored all raw food ingredients including produce, meat, fish, poultry, dairy and dry goods in the appropriate storage room, walk-in refrigerator, freezer or cooler.

Changed and sanitized all cutting boards, benches and surfaces when beginning a new task to avoid cross-contamination.

Cooked and served food and meals in accordance with planned menus, diet plans, recipes, portions, temperature control procedures and facility policies.

Comprehensive knowledge of food and catering trends

Accurately and efficiently prepared healthy, delicious fish, meat and vegetable-based dishes.  
Expertly managed 4 staff and maintained appropriate staffing levels throughout shifts.

### **Assistant Manager**

Jason's Deli - Hyde Park, OH  
January 2022 to June 2022

### **Cook/Line/Shift Leader**

Bob Evans - Beavercreek, OH  
September 2015 to January 2017

United States

Cooked foodstuffs according to menus, special dietary or nutritional restrictions, and numbers of portions  
Displayed enthusiasm and knowledge about the restaurant's menu and products.

Conducted inventory and restocked items throughout the day.

Restocked the salad bar and buffet, refilled condiments, organized pantry area and swept and mopped floors.

Comprehensive knowledge of food and catering trends

Prepared food items consistently and in compliance with recipes, portioning, cooking and waste control guidelines.

Achieved and exceeded performance, budget and team goals.

Changed and sanitized all cutting boards, benches and surfaces when beginning a new task to avoid cross- contamination.

Maintained a skilled kitchen staff by properly coaching, counseling and disciplining employees.

Led shifts while personally preparing food items and executing requests based on required specifications.

Regularly interacted with guests to obtain feedback on product quality and service levels.

Managed kitchen staff by recruiting, selecting, hiring, orienting, training, assigning, scheduling, supervising, evaluating and enforcing discipline when necessary.

### **Cook**

Steak 'n Shake - Fairborn, OH  
March 2014 to July 2015

United States

Verified freshness of products upon delivery.

Comprehensive knowledge of food and catering trends

Prepared food items consistently and in compliance with recipes, portioning, cooking and waste control guidelines.

Cooked and served food and meals in accordance with planned menus, diet plans, recipes, portions, temperature control procedures and facility policies.

### **Valet Parking Associate**

ABM Parking - Dayton, OH  
January 2013 to January 2014

park cars, assist people in and out of their vehicles, assist with wheel chair help).

Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

Provided an elevated customer experience to generate a loyal clientèle.

## **Warehouse Employee**

United parcel Service - Hebron, KY

June 2013 to September 2013

I.B mail sorter/Encoder.

Inbound Shipper.

Achieved a 86% on-time shipment rate.

Loaded products weighing up to 60 pounds onto trailers for delivery.

Processed shipments per hour.

Loaded and unloaded pieces into boxes for shipment.

Tagged all inbound merchandise with receiving date.

## **Retail Sales Associate**

Macys - Cincinnati, OH

January 2011 to January 2013

Cincinnati

Seasonal Sales Associate

Placed special merchandise orders for customers.

Responded to all customer inquiries thoroughly and professionally.

Processed cash and credit payments rapidly and accurately.

Greeted customers in a timely fashion, while quickly determining their needs.

## **Education**

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### **Bachelor of Arts in Organizational Leadership**

Wright State University - Dayton, OH

September 2016

## **Skills**

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- COOKING (2 years)
- RETAIL SALES (2 years)
- INVENTORY (1 year)
- CONVEYOR (Less than 1 year)
- CUSTOMER SERVICE (Less than 1 year)
- Retail Management
- Key Holder
- Fast Food
- Sales
- Scheduling
- Training
- Merchandising
- Management
- Team Building

- Microsoft Word
- Inventory Management
- Word
- Operations
- Serving
- Restaurant management
- Communication skills
- Employee relations
- Supervising experience
- Restaurant experience

## Certifications and Licenses

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### **Bartender License**

### **Food Handler Certification**

## Additional Information

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### SKILLS

Fast & Accurate cooking technique Skilled trainer  
Beautiful presentation of food Excellent time management skills  
Strong attention to safe food handling procedures Effective workflow management  
Food presentation talent Microsoft Outlook, Word and Excel  
Hospitality and service industry background Inventory control  
Material handling Customer-focused  
Team leader Adherence to high customer service standards  
Inventory management Effective problem solver  
Organized Exceptional interpersonal communication  
Fast learner  
Flexible schedule