

Davon Johnson

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(727) 265-0608

Seasoned Operations Manager with 13 years of experience in the hospitality industry, adept at ensuring guest satisfaction and managing day-to-day restaurant operations. Proven track record in inventory management, staff training, and event coordination at Hardrock Cafe. Seeking to leverage expertise in team leadership and profitability management in an Operations Manager role.

Work Experience

Operations Manager/ Bar Manager

Hardrock Cafe-Hollywood, CA

October 2022 to June 2024

- Enhanced guest experience by delivering comprehensive product knowledge and creating a hospitable dining atmosphere.
- Managed inventory control for bar supplies, ensuring optimal stock levels were maintained for service efficiency and profitability.
- Coordinated staffing, including recruitment and scheduling of bar personnel, to meet operational demands and maintain high service standards.
- Monitored and reported on liquor budget and profit margins, contributing to the financial health through diligent weekly and monthly analysis.

Server

Antojitos Universal Studios-Universal City, CA

June 2021 to October 2022

- Assisted customers with menu selections, provided beverage recommendations, and addressed inquiries regarding meal preparation to enhance dining experiences.
- Coordinated with kitchen personnel to ensure timely progression of meal service, ensuring customer satisfaction with food delivery.
- Managed financial transactions by calculating bills, processing payments, and executing accurate return of change or credit cards to patrons.

Operations Manager

Hardrock Cafe-Los Angeles, CA

December 2019 to August 2020

- Enhanced guest decision-making by effectively communicating product knowledge.
- Maintained inventory levels, ensuring bar was well-stocked and ready for service.
- Supported daily restaurant operations to promote guest satisfaction and streamline reservation and event facilitation.

Operations Manager

Hard Rock Cafe-Memphis, TN

April 2019 to December 2019

- Enhanced guest dining experience by effectively communicating product knowledge and ensuring a welcoming environment.

- Maintained inventory control by stocking and rotating coolers, overseeing the liquor room, and preparing for operational needs.
- Supported Sales and Marketing Manager in daily operations, including booking and organizing live entertainment and managing guest reservations.

Server/Bartender/Supervisor/Sales Coordinator

Hardrock Cafe-Memphis, TN

November 2017 to April 2019

- Enhanced guest dining experience by effectively communicating menu information and creating a hospitable atmosphere.
- Maintained inventory control by stocking and rotating coolers, overseeing liquor supplies, and preparing for operational needs.
- Supported sales and event coordination by assisting with booking live entertainment and managing reservations to optimize guest satisfaction.

Host

Miller Time Pub and Grill-Milwaukee, WI

July 2014 to August 2017

- Responded to guest inquiries and resolved issues to enhance customer experience.
- Coordinated seating for reservations and walk-ins, optimizing dining flow and guest satisfaction.
- Facilitated effective communication between management and staff, contributing to efficient operations during peak periods.

Server/Host/Bartender

Applebee's-Milwaukee, WI

September 2012 to July 2014

- Enhanced guest dining experience by providing knowledgeable menu recommendations and answering food preparation inquiries, ensuring customer satisfaction through attentive service.
- Coordinated effectively with kitchen staff to monitor meal progression, facilitating timely order delivery from kitchen and bar to guests.
- Managed financial transactions by calculating bills, processing payments, and handling cash and credit card transactions with accuracy and integrity.

Bartender/Barback

Tilted Kilt Pub and Eatery-Clearwater, FL

January 2011 to July 2012

- Enhanced customer satisfaction by effectively sharing product knowledge to assist guest decision-making and fostering a hospitable atmosphere.
- Managed inventory control by stocking and rotating coolers, maintaining the liquor room, and preparing for operational needs to ensure seamless service delivery.

Bartender

Tampa Bay Sports Bar-Tampa, FL

March 2011 to July 2011

- Expertly prepared and served a variety of beverages and food items, maintaining high standards of cleanliness and customer satisfaction at Tampa Bay Sports Bar; efficiently managed cash and payment transactions while providing a welcoming and engaging atmosphere for patrons.

Server

The Avenue Bar and Grill-Milwaukee, WI

September 2009 to February 2011

- Provided exceptional dining experiences by attentively serving customers, accurately taking orders, and ensuring timely delivery of food and beverages at The Avenue Bar and Grill, while maintaining a high standard of cleanliness and compliance with safety regulations.

Education

Associates in Film Production, Film Production

International Academy of Design and Technology - Tampa, FL

September 2009 to July 2011

High school or equivalent

Cudahy High School - Cudahy, WI

August 2000 to June 2004

Skills

- Team Management
- Customer Service
- Food Preparation
- Shift Management
- Pos
- Leadership
- Team Management
- Banquet Experience
- Microsoft Word
- Organizational Skills
- Customer Service
- Server
- Culinary Experience
- Host/Hostess
- Cash Handling
- Wine Knowledge
- Inventory Control
- Cash Handling
- Food Service
- Cooking
- Training
- Fine Dining Experience
- Sales
- Fast Learner
- Bartending
- Pos

- Restaurant Experience
- Supervising Experience
- Food Safety
- Management
- Restaurant Management
- Restaurant Experience
- Busser

Certifications and Licenses

ServSafe

Food Handler Certification

TABC Certification