FirstName LastName  
Street Address  
City, ST ZipCode, Country  
Phone #  
Email Address

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| PROFILE | |
| General/Operational Management Training Contact Manager New Business Development Marketing & Merchandising |  |
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| PROFESSIONAL HIGHLIGHTS | |
| La Grange Restaurant, Pocono Peak, PA | 2002 - Present |
| MANAGER | |
| Coordinated the daily operations of this 400 seat indoor/outdoor restaurant with 10 Managers and over 100 personnel including 10 hosts, 66 servers,15 bartenders, and 9 kitchen staff. Directed involvement in opening of store from original concept to finished product. | |
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| Clark Cafe, Pocono Peak, PA | 2000 - 2001 |
| BAR MANAGER | |
| Managed bar operations. Performed inventory of all liquor, beer/wine, glassware, and other items.  • Served as Support Manager at 2 Houston sites which involved training all personnel and supervising operations for 2 weeks. • Offered General Manager post and declined due to out of state location.  • Decreased bar costs from 24.60% to 21.66%. | |
| Clark Cafe, Pocono Peak, PA | 2000 - 2000 |
| ACTING GENERAL MANAGER/TEAM LEADER | |
| Assigned as Acting General Manager/Team Leader of operations for this unit with $12,000,000 in annual sales. Reported directly to Owner.  • Stressed excellence in customer service which resulted in favorable publicity for the store. • Controlled all aspects of operations including public relations, marketing, new business, and customer development.  • Supervised the daily activities of a Restaurant Manager and 4 Crew Supervisors, who were responsible for 41 personnel.  • Conducted weekly management meetings. | |
| Clark Cafe, Pocono Peak, PA | 1999 - 2000 |
| RESTAURANT MANAGER | |
| Oversaw daily operations of this 325 seat restaurant (50 minute table time) with 45 personnel including 4 Crew Supervisors, 3 Bartenders, 8 Hostesses, 22 Wait staff, and 8 Bus persons.  • Established strong referral business from satisfied customers.  • Coordinated, planned and directly supervised staff activities.  • Ordered/purchased food/beverages and supplies, managed vendor negotiations. • Resolved staff and customer grievances.  • Menu and record maintenance.  Achievements:  • Developed and implemented certification tests and wage increase policies.  • Chosen to oversee Management Advisory Committee meetings.  • Appointed Training Contact Manager. • Traveled to units in New Jersey and Connecticut to oversee stores and train personnel. | |
| Safari Bobs, Pocono Peak, PA | 1998 - 1999 |
| ASSISTANT RETAIL MANAGER | |
| Sold safari and other items in the gift shop. Developed new business. | |
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| Frozen Delights, Pocono Peak, PA | 1992 - 1999 |
| GENERAL MANAGER & OWNER | |
| Bought 3 units which had been performing well below potential, achieved turnaround by increasing sales to $330,000, $250,000, and $119,000 respectively, and sold units at a profit in just 7 years. Directly oversaw daily operations of 2 franchises and indirectly supervised a 3rd with a staff of 45 personnel (15 per store). All stores catered to special dietary needs and specialized in fat free and low cholesterol products.  • Managed all stages of remodeling/redesign of two stores, operational development, including formulation of long/short range plans involving capital costs/expenditures, and image development.  • Acted resourcefully to anticipate/resolve all operational problems and maximized productivity.  • Utilized innovative marketing strategies for marketing/merchandising, conducted promotional campaigns. • Purchased foodstuffs/beverages, equipment and supplies, managed all vendor negotiations, sales/costing.  • Managed inventory, waste and quality control.  • Projected budgets and performed cost analyses.  • Oversaw payroll operations, accounts payable/receivable, profit & loss, bookkeeping, and record maintenance. | |

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| EDUCATION | |
| Chicago Art Institute, Chicago, IL Associate, Graphic Design & Commercial Art President's (Dean's) List - 1989-1991 | 1991 |
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| COMPUTER EXPERIENCE | |
| Familiar with Excel, Word, Hospitality Systems Incorporated, Time Management Xpress |  |