

SAMPLE COMBINATION RESUME

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Objective: Bakery Manager

Summary of Skills:

Customer Service:

- Achieved awards for excellent customer service, going above and beyond expectations with every customer
- Maintained high standards of customer service, adopting the attitude of “the customer is always right”
- Utilized merchandising, customer service, sales focus and shrink control to increase sales from \$18,000 weekly average to \$22,000

Supervisory Skills:

- Motivated employees to succeed by building strong teams and sharing accountability for the department, this led to winning almost 70% of the contests in the district
- Organized time and maintained efficiency to run a clean shop and meet all deadlines
- Dependable supervisor, maintained a record of no lost days in 6 years with a team that rarely called in sick

Shrink Control:

- Reduced shrink levels from 16% to 8% and maintained this low shrink percentage throughout the department
- Brought the gross profit up from 38.25% to 41.02% by reducing shrink, utilizing end caps, keeping high grossing items full on the tables and reducing items that did not sell
- Able to recognize areas of improved efficiency to reduce shrink and save the company a minimum of \$80,000 in shrinkage annually
- Gave the customer the freshest possible product by organization and rotation for maximizing sales

Ordering/Inventory Management:

- Developed ordering skills to keep inventory down while never running out of product
- Maintained no back stock, which required more frequent ordering and better tracking
- Ordered high volume for ads and holidays, returned levels to normal when promotions were over
- Scheduled the proper employees when receiving loads to maximize rotation and code dating
- Prepared inventory throughout the department to insure proper counts which created a higher gross
- Knowledgeable in the use of Telzon gun in ordering and price scanning to prevent pricing errors
- Consistently had a record of no errors during Weights and Measures audits

Experience:

Fry's Food & Drug
Bakery Manager

Phoenix, AZ
October 2005 to December 2010

Gai's Northwest Bakeries
Bakery Supervisor

Seattle, WA
July 2001 to June 2005

