

JOHN DOE

123 Main Street ~ City, State 11111

Cell Phone 555-555-5555

email@email.com.

Operations Manager/General Manager

QUALIFICATIONS

Award winning and results oriented Operations Executive, with exceptional success in sales increases, costs reduction, and employee s retention. Able to instill optimism among associates.

Known for excellent leadership, productivity, organizational and time management skills. Inspirational and a good motivator, coach, mentor, able to produce strong management teams and staff. Expert communicator and relationship building finesse. Known to employ best practices to gain staff buy-in to.

PROFESSIONAL EXPERIENCE

Operations Manager 2010 Present

ABC Company, City, State

Directed all outlet operations, managing departments budget and staff of 300+ plus, including eight department managers. Responsibilities included accountability for planning, directing, controlling, and evaluating all activities of the castle. Responsible for food and beverage including, but not limited to kitchen, food servers, tower/front door, ticket office, security, wardrobe, risk management and cash control.

Director Food and Beverage (2006 - 2009)

ABC Company, City, State 2004 - 2009

* Directed all outlet operations for 548-room hotel, including managing annual operations budget and staff of 87 plus 4 supervisors.

* Achieved perfect 100% guest satisfaction ratings in room service, restaurant, and lobby bar department.

* Implemented innovative measurement tools to enabled immediate service and inventory adjustments in food and beverage department.

*Created templates to calculate daily performance and measurements in all department.

* Conducted orientation for all new team members.

Director of Restaurants (2004 - 2006)

ABC Company, City, State 2004 2009

* Oversaw all Food and Beverage facilities, served as on property coach to facilitate with resolution of staff and operations issues, selected as coach based on extensive operations knowledge, problem solving and communications skills.

* Ensured Managers-In-Training (MIT's) were fully prepared to perform as successful, efficient leaders within 6 months, by development and evaluation during rotational development program.

General Manager,

ABC Company, City, State 1996 - 2003

* Earned award as Most Improved Store, company-wide, by introducing creative marketing strategies, and empowering and training all managers on profit and loss statements to ensure understanding of factors that impact profit.

* Employed to reverse declining sales; achieved goal by initiating phone marketing campaigns to area businesses offering discounted or complimentary meals, implemented operations and quality expectation measures, gained 10% improvement in guest satisfaction.

* Consistently increased sales 21% year-over-years produced a 12-month period in 1998 with 100% retention, in an industry that averages triple digit turnover.

* Ensured balanced and diverse staff,

* Earned reputation for exceptional staff training, coaching, team relationship and development of other work related skills.

General Manager

ABC Company, City, State 1994 - 1996

- * Developed and refined kitchen and service department operating procedures of new Italian concept owned by ABC Foods; by leading 63 employees at corporate flagship in City
- * Created menu items, food preparation techniques, and quality standards during first-phase stage by collaborating with Corporate Chef on testing of recipes, visual presentations, portion controls, and evaluation of kitchen layouts and efficiency.
- * Chosen as go-to manager to successfully turn around new City location trend of falling sales, unacceptable kitchen quality, and low employee morale, achieved by hands-on leadership in identifying and resolving "opportunities" for what became one of the company's top volume performers.
- * Hosted visiting corporate VIPS that were observing progress with staff training, quality assurance, cost control, and operating efficiency, by conducting tours.
- * Resolved issues rapidly by maintaining on-call response for any problem, complaint, and inquiries affecting total restaurant operations.

Corporate Quality Control

ABC Company, City, State 1990 -1994

- * Chosen from 285+ worldwide stores to develop and implement a corporate level test laboratory that evaluated the consistency and quality of menu item taste, nutrition, appearance, and profitability in accordance with company specifications.
- * Ensured accuracy of test kitchen menu, computer data, food analysis, and food costs for 150+ menu items for rollout to all stores.
- * Oversaw test lab by collaborating with Corporate Chefs to create new menu items, including ingredients, portion size, and presentation; conducted focus groups for outside input.
- * Trained groups of 30-40 managers on preparation techniques of selected menu items on a bi-weekly basis.

EDUCATION & CERTIFICATIONS

STATE UNIVERSITY, City, State

Master of Arts in International Trade, Anticipated 2010

STATE UNIVERSITY, City, State

Bachelor of Science in Political Science, Minor in Economics.

Provost, International Studies Union, 1989

ABC COMPANY, City, State

Management Training Program 1990 -1994

Advanced Foundation of Leadership Certification, 2007

ABC Company in store human resources coach

AWARDS & AFFILIATIONS

* ABC Company Manager of the Year

* ABC Company Highest Sales Award

* 100% Engagement Score Achieved at ABC Company

* IPU Dallas Chapter, President 2008 - Present