**MALCOLM PHILLIPS**

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**OBJECTIVE**

Looking to bring in my culinary knowledge, management skills and experience in the hospitality industry in the role of Restaurant Manager.

**SKILLS**

* Skilled in managing the Hospitality & Culinary aspects
* Ability to monitor and control the front and back of house operations
* Cost Controlling and setting budgets
* Developing Five Star Menu
* Skilled in Team building, supervision and training
* Good at managing inventory and vendors
* Controlling quality, sanitation and security features
* Excellent in Guest services
* Setting strategies for marketing and sales campaigns
* Managing Payroll
* Developing strategies to increase profit
* Designing kitchens within restaurant settings

**ACHIEVEMENTS**

* Conducted a marketing campaign to find new business areas and exceeded the goals set.
* Trained and then deployed new staff batches of cooks, hosts and other general employees for the restaurants branches.

**PROFESSIONAL EXPERIENCE**

**Culinaire – Raleigh, North Carolina**

**(2011- Present)**

*Restaurant Manager*

* Managed the staffs and scheduled functions to be held at the restaurant
* Greeted all the guests arriving and arranged their seats
* Ensured that the service was accurate and timely
* Interviewed and hired employees for the restaurant
* Coordinated between the back-end and front-end staff
* Monitored the stocks and maintained the inventory
* Met and solved all the customer queries

**Outback Steakhouse - Raleigh, North Carolina**

**(2009-2011)**

*Restaurant Manager*

* Managed all aspects of service operations
* Hired and trained employees
* Evaluated performance of the employees
* Maintained highest level of customer service
* Developed new menu for the restaurant
* Developed marketing programs to promote the restaurant effectively

**OTHER SKILLS**

* Good customer service skills
* Ability to handle working in rotating shifts
* Good communication skills

**EDUCATION**

Bachelors in Hotel Management from North Carolina University

DATE:

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Signature of Malcolm Phillips