

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Assistant Bar & Restaurant Manager- Giovanni's / New York, New York

December 2021 – Current

- Supervised a diverse team of over 30 bar and restaurant staff, ensuring peaceful and collaborative efforts
- Handled all administrative tasks including bookkeeping, inventory, and auditing the stockroom
- Ensured the restaurant adhered to local health and safety codes for a safe dining experience for all patrons
- Guaranteed food quality by auditing menu items and food service performance, increasing customer satisfaction to 98%
- Connected with local food and alcohol vendors and negotiated a price 8% below budget

Lead Server - The Marquis/ New York, New York

August 2020 — December 2021

- Greeted and served 100+ customers daily, ensuring seamless and friendly service
- Increased customer satisfaction in restaurant service by 22% through better service
- Handled customer complaints diplomatically without losing patience and quickly resolved most issues
- Earned a 97% customer satisfaction rate in both years of service
- Attended all voluntary tasting opportunities to learn more about menu pairings and make better food recommendations

Project Experience

- Collaborated with other franchise restaurant managers to create a customer experience survey
- Considered customer critics and complaints
- Implemented customer-focused solutions to improve the dining and ordering experience, resulting in an 18% increase in customer satisfaction and a 30% increase in sales

Education

B.A. Hospitality Management- Cornell University,

Expected graduation date: 2023

- Completed Relevant Coursework: Hospitality Leadership, Business Administration, Restaurant Management, Accounting, Hospitality Business Management, International Cuisine, Tourism Management, and Business Analytics.

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Collaboration
- Accounting
- Negotiation
- Problem-solving
- Decision making

Licenses & Accreditations

Licenses Licenses & Accreditations

- CPA, AICPA – 2021