

KENNETH L. BALDWIN

RESTAURANT MANAGER

Location

: 2252 N. Main Street • Phoenix, AZ 85000 | **Email**

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: 480 555 0000 | **Mobile**

: 305 444 4444

PROFESSIONAL PROFILE

A dynamic, results-oriented Restaurant Manager offering focused leadership on driving sales and profitability in highly competitive markets. I have consistently achieved performance goals through enthusiasm, tenacity, and initiative, which complement knowledge & expertise as core skills and areas of specialization as highlighted below.

CAREER HIGHLIGHTS

The Farm, INC., Phoenix, Arizona,

Manager

2004 to Present

Family dining/Complete meal concept/\$11 average check; seating for 450; 60 staff members

I employed an efficient, high-energy, and professional approach to store operations management in order to:

RESPONSIBILITIES

- Balance service with costs to ensure profitability
- Promote guest satisfaction to steady repeat business
- Coach/schedule servers to maximum levels of performance
- Monitor BOG for consistent sanitation, food quality, and presentation
- Purchase/control inventory with attention to budget guidelines
- Contribute to the store's recognition as the most profitable in the 41-store chain, exclusively through maintaining a gross profit of up to 48%.
- Involved in special projects, including one that initiated a three-month in-house customer service contest for busers, servers, and hosts to effect continuous improvements in service scores, and one that introduced a wine seminar for servers, thus strengthening knowledge of offerings, which dramatically increased wine sales.

CHILI'S GRILLE, Forest Grove, Washington,

Assistant Manager

2003 to 2004

Casual dining bistro; seating for 60; 22 staff members

RESPONSIBILITIES

- Directed all general restaurant operations, which included monitoring food quality and staffing requirements to ensure a positive dining experience for every guest.

EDUCATION & QUALIFICATIONS

Oregon State University

Hospitality and Business Management

Class of 2003

I attended Oregon State University to major in Hospitality and Business Management. I am also well-versed in business administration. After successfully completing the course work, which consisted of strategic analysis, cooking and dining room service, foodservice systems and controls, and food science and nutrition. I also graduated at the top of my class.

CORE SKILLS

- Team Building
- Staff Training

- Purchasing
- Inventory Management
- Quality Assurance/ Control
- Facilities/ Safety Management
- Customer Service/ Guest Relations
- Cost Containment/ Control
- Policies and Procedures
- Continuous Performance Improvement
- Computer skills: MS Word, Excel and PowerPoint
- POS systems including Maitre 'd

LANGUAGES

English ? Italian ? French ? Russian ? Bengali

HOBBIES & INTERESTS

Cycling ? Cooking ? Scrapbooking ? Painting ? Writing ? Travelling

INDUSTRY REFERENCES

Mr. Thomas Jefferson

Manager

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Mr. Eric Tudic

Hotel Manager

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