

John Doe

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Director of Operations

PROFILE

A seasoned professional and effectual leader with a proven ability to build sales and guest counts and profitable revenue:

- Three years as a Director of Operations across five states
- Eighteen years experience as a General Manager
- Experience managing operations between \$3.5 million to \$7 million annually
- Corporate Management Training Instructor
- Brief occurrence as a Brand Standards Manager

EMPLOYMENT

1997 - Present **Director of Operations** TGI Friday's

Carlson Restaurants Worldwide Inc., parent company of TGI Friday's Inc. is a privately held company owned by Minneapolis-based Carlson, a world leader in the hospitality, travel and marketing industries. As of December 2009, Carlson Restaurants Worldwide owns, operates, franchises or licenses more than 1,000 restaurants in 60 countries.

I lead twelve TGI Friday's restaurants as a Director of Operations located in five states including Illinois, Indiana, Michigan, Ohio and Pennsylvania. Responsible for selection, hiring and training of talented General Managers, Managers and Shift Supervisors in all restaurants. Eight years as a General Manager of six different Friday's locations in the South Texas and Oklahoma markets. Executed a new store opening of a TGI Friday's location as a General Manager located in Arkansas. Managed the third highest volume TGI Friday's location in the company located in Chicago, IL with annual sales of \$7 million.

Key Achievements

- The only Director of Operations to be in positive comp sales between 2007 and 2009
- Selected to facilitate the training of eight General Manager candidates located in Tokyo, Japan
- Selected to work on the Back Office Replacement project as a General Manager

1994 - 1997 **General Manager** Brinker International

The original Chili's in Houston, Texas in 1975; Brinker International subsequently opened several locations up and down the Atlantic coast under the ownership of Brinker International. Delighting diners with its winning combination of high quality food served in a casual atmosphere, I was hired on a fast track program to General Manager in 1994. I worked in both Chili's locations located in Houston, Texas, both with annual sales over \$7 million. In 1996 I was selected to open the Chili's location located in downtown Chicago, IL located at Schaumburg Mall as a General Manager.

1987 - 1994 **General Manager** Bennigan's

- Managed all day-to-day operations with focus on delivering a great customer experience; directing and supporting managers and hourly team members and managing all profit and loss centers.
- Executes on all Brand standards.
- Identified all local marketing opportunities to drive sales.
- Determined operation staffing needs.
- Completed all financial, personnel and payroll related administrative duties.

EDUCATION

B.S. Hotel and Restaurant Management, University of Wisconsin 1979