

JANE DOE

280 Example Rd Dallas, Texas, 77531 555-123-4567 jane.doe@hotmail.com

SENIOR LEADERSHIP SUMMARY

Proven executive leader, dedicated to continuous improvement. A highly skilled communicator, respected by team, peers and clients; able to marshal swift change through expert project management while invariably exceeding all expectations. Award winning for innovation, leadership, change of management and guest service. A rare leader able to develop vision while motivating directs and indirects to systematically implement well-crafted tactics to achieve that vision.

AREAS OF EXPERTISE

Talent Management Development
Guest Satisfaction Retention

Project Management
Leader of Change

Profitable Asset Management
Community Relations

SELECTED ACCOMPLISHMENTS

BUSINESS ACUMEN & STRATEGY

As Director of Operations for ABC Hotel and Restaurants I oversaw and successfully strategized the launch of five restaurant re-concepts and over 10 new restaurant openings over the last 15 years. I was successful in leading the opening teams to our company and investor vision. By adapting to new markets, rapidly analyzing needs, quickly assessing resources became the key strategy leader, while gaining the confidence of colleagues and direct reports launched a leadership vision based on my critical and time sensitive recommendations. Implemented major change in all of these projects and in the end opened up many successful ABC restaurants.

FINANCIAL MANAGEMENT

My day to day duties as food and beverage director or as director of operations at the properties I oversaw was to successfully re-energize and motivate the leadership to a more profitable asset. Increasing net income year over year and providing increased bottom-line returns for ownership. This was done by focusing on local marketing, team retention and providing insight to leadership team on how to better manage costs and expenses while focusing on increasing check averages and guest counts.

BRANDING

I was successful in the branding of several re-concepts plus as Director of Operations for 123 Company I played a role in the branding of the new restaurant by providing insight on competitive restaurant market within transitional neighborhoods. Each of the restaurant re launches saw an increase in top line revenues, increased guest satisfaction scores, increased team satisfaction scores and increased GOP.

TALENT DEVELOPMENT

With ABC Hotel & Restaurants, built a proven track record as a respected leader and motivator who mentored and trained new and upcoming employees, managers and senior leadership. Oversaw many trainings on self-insight, hospitality and how to work the room seminars plus very active in the day to day trainings on the re-concept and new restaurant openings. Participated in new manager and new director of operations onboarding.

RELATIONSHIP MANAGMENT

Throughout my leadership career I have built up a keen ability to foster important and unique business relationships tailored to the unique situations of the various markets I have overseen, I have built strong community ties in those various markets but participating in non-profit events, organizing community charity events in relation with the restaurants. These interactions inevitably grew each restaurant's database, guest loyalty and established them as pillars in the community for outreach and philanthropy and thus generated higher revenues.

WORK EXPERIENCE

ABC Hotels & Restaurants –1996-2021

Director of F&B Operations Example Hotel 2019-2021

- Managed all aspects of food and beverage service for the Example Hotel
- Successfully launched Live Music venue in the ____ Lobby
- Led operations team to successfully re-brand pool and drive profitable activations
- Consistently produced budgeted profit margins

Regional Director of Restaurant Operations: Northeast 2011-2019

- Oversaw operations of restaurants, banquets and in-room-dining service for 10 properties
- Led twenty-two direct reports comprised of executive chefs, restaurant general managers and directors of catering
- Fluent skills in budgeting, forecasting, marketing, new openings/transitions, capital planning, owner relations, recruiting and performance management
- Successfully launched new restaurant operations, leading the team to a 15% GOP margin in year one
- Spearheaded full décor/concept refreshes for Lounge and Tavern
- Championed the Guest Satisfaction Initiative for the entire Restaurant Division

Director of Restaurant Operations: Mid-Atlantic 2008- 2010

- Managed all aspects of food & beverage service for the 7 properties
- Successfully launched new operations, achieving budgeted revenue and profit goals despite the economic downturn
- Selected as one of 20 leaders in the company to be an ABC Trainer and trained over 50 managers and supervisors in communication and leadership skills
- Developed regional public relations support for all DC/VA restaurants

EDUCATION

University of San Francisco , San Francisco, CA

BA

ADDITIONAL SKILLS

- Mentor Program- ABC Hotels- 2005-2017 Court of Master Sommelier- Seattle WA, Level 1 2005TIPS Certified- Miami 2015 Aloha OpenTable AVERO Slingshot

References Available Upon Request