**RESTAURANT GENERAL MANAGER RESUME**

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**Summary**

Focused and friendly restaurant general manager with 14 years of experience in staff development, budget control, and business strategies. Proven record of exceeding profit goals with updated marketing and innovative customer service policies. Utilize extensive knowledge of food, alcohol, and health and safety laws to guarantee a quality dining environment on a consistent basis.

**Work Experience**

**Restaurant General Manager – The Cellar 99  
2012 – present**

* Oversee daily operations of kitchen, dining room, and bar areas in a $1.3 million restaurant
* Maintain a consistent presence during open hours, resolving customer complaints and ensuring the satisfaction of all patrons
* Exceed revenue goals by at least 20% every year for five years with the implementation of social media marketing, food and drink promotions, and updated customer service policies
* Implement quarterly training and development programs to ensure that all staff members understand and adhere to company policies and health laws
* Reduce employee turnover by 30% with fair and friendly management procedures, including unbiased conflict resolution methods and open employee feedback policies

**Restaurant General Manager – Westside Dining  
2008 – 2012**

* Hired, trained, scheduled, and supervised 60 employees in a high-volume fine dining restaurant and bar
* Ensured all employees followed policies in accordance with OSHA and FDA regulation to uphold a superior dining setting at all times
* Examined inventory, renegotiated supplier contracts, and consolidated orders to reduce expenditures by 50% over five years
* Increased annual profits by 13% with new business strategies consisting of expanded target marketing and updated menus and specials
* Improved customer satisfaction ratings from 85% to 97% within two years, proven through concentrated customer surveys and website reviews

**Restaurant Assistant Manager – Ventura’s Restaurant & Bar  
2003 – 2008**

* Assisted the general manager with scheduling, employee evaluations and progress reports, and budget control
* Updated marketing and advertising strategies to increase restaurant profits by 10% each month
* Researched entree and drink popularity and worked with head chefs and bartenders to update menus accordingly
* Monitored all areas thoroughly, helping both the front and back of house during peak hours to maintain quality dining experiences
* Performed payroll duties and conducted reports detailing revenue progress, sales trends, and forecasts

**Education**

Bachelor of Science – Hospitality Business Management  
Colorado State University, Colorado

**Skills**

* Customer service and complaint resolution
* Profit generation
* Inventory management
* Staff training
* Business strategy development
* Budgeting
* Health and safety codes