

JOE A. SMITH

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SUMMARY: *More than 12 years management experience in a fast-paced, high volume restaurant environment. Consistent track record of increasing sales and guest counts. Experienced in controlling costs, booking entertainment and growing repeat business with corporate clientele.*

PROFESSIONAL EXPERIENCE

2007 to Present **Hospitality Manager, Club Name;** City, ST
Accountable for overall management and day-to-day operations of hotel-based restaurant and bar grossing \$50,000 monthly.

- Increased guest satisfaction year over year to highest level in company history.
- Negotiated purchase agreements with suppliers, controlled pour costs, managed inventory and purchased all liquor.
- Booked live music and entertainment; actively promote musical acts.
- Supervised 31 employees, including security staff.
- Book Accounted for daily receipts, prepared bank deposits and administered payables.

Major accomplishments:

Doubled gross revenues in a two-year period. Redefined club concept to successfully appeal to local community as well as hotel guests.

2005-2007 **General Manager, Restaurant Name;** City, ST
Managed popular restaurant seating 95 in restaurant, 25 in bar and grossing \$70,000 monthly.

- Hired, discharged, scheduled and supervised bartenders and wait staff.
- Estimated food, liquor, wine and other beverage consumption to anticipate amount to be purchased and requisitioned.
- Scheduled parties and reservations, greeted and escorted guests to their seats. Resolved customer complaints as needed.
- Monitored budget, payroll records and reviewed financial transactions to ensure expenditures were authorized and budgeted.

Major accomplishments:

Improved food revenues in lounge from virtually zero to \$3,000 per week through staff training.

2001-2005 **Bartender, Hotel Name;** City, ST
Served lounge seating 100 plus 7 wait staff serving adjacent restaurant.

- Developed rapport with customers, fostering an upbeat atmosphere and resulting in repeat business.
- Increased overall revenue by suggesting complimentary food items.
- Reduced pour costs through negotiation with suppliers.

EDUCATION: B.S. Marketing, California State University (2002); City, ST