

# Your Name

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City, State Abbreviation Zip Code | (123) 456-7890 | email@example.com | LinkedIn

## Profile

- Restaurant manager with a decade of experience and comprehensive background in hospitality management at notable establishments, including Hilton Worldwide Holdings and The Culinary Institute of America's Gatehouse Restaurant. Known for innovative menu conceptualization and strategies, training and managing diverse teams, and delivering top-rated client satisfaction.

## Education

- Bachelor's of Science (B.S.) Business Administration and Hospitality Management | UNIVERSITY OF NEVADA, Las Vegas, NV | January 2017 - June 2020
- Associate's in Occupational Studies (AOS) Restaurant Management | THE CULINARY INSTITUTE OF AMERICA, Hyde Park, NY | September 2015 - December 2017

## Certifications

- ServSafe Food Protection Manager Certification (SFPMC), National Restaurant Association, 2020
- Certified Restaurant Supervisor (CRS), American Hotel & Lodging Educational Institute, 2019
- Foodservice Management Professional Certification (FMP), National Restaurant Association, 2018

## Key Skills

- Budgeting and cost accounting
- Conflict resolution
- Menu creation
- Regulatory compliance
- Scheduling and time management
- Staff training and coaching
- Team leadership and motivation

## Professional Experience

### **SENIOR RESTAURANT MANAGER | HILTON WORLDWIDE HOLDINGS, ITHACA, NY | DECEMBER 2017 - PRESENT**

- Developed and implemented a new menu that elevated client satisfaction by 20% based on reviews and increased average revenue per customer by 15%
- Trained and supervised a team of more than 30 staff members, creating an environment that consistently delivers quality service and maintains a staff turnover rate of less than 10%
- Led customer complaint resolution, achieving a 95% satisfaction rate due to quick and effective problem-solving

### **ASSISTANT RESTAURANT MANAGER | THE CULINARY INSTITUTE OF AMERICA GATEWAY RESTAURANT, HYDE PARK, NY | MAY 2015 - NOVEMBER 2017**

- Assisted in creating and testing novel dishes, contributing to an overall 30% increase in menu diversity
- Managed a team of 12 staff members, ensuring efficiency and effective scheduling
- Responded to and resolved customer concerns to maintain a five-star customer satisfaction rating