



# JACK GRAY

RESTAURANT MANAGER

A recent graduate in hospitality management with hands-on experience in restaurant leadership and culinary arts. Demonstrates robust skills in staff supervision, customer service, inventory, and budget management, resulting in improved customer satisfaction and operational cost reduction. Strong credentials in food safety, complemented by invaluable experience from leading businesses like Chipotle and Yum! Brands Inc..

## PROFESSIONAL EXPERIENCE

AUGUST 2021 - PRESENT

**RESTAURANT MANAGER** | CHIPOTLE | BOSTON, MA

- Assists with guest reservations at four fine dining restaurants
- Created a new scheduling platform that improved reservation efficiency and boosted guest satisfaction by 32% based on surveys
- Maintains office calendar for on-site and off-site meetings and events
- Manages all incoming and outbound correspondence by phone, email, text, fax, and courier
- Files and organizes vendor contracts and essential office paperwork
- Developed a Spanish phone system menu and online reservations platform

JANUARY 2020 - JULY 2021

**JUNIOR CHEF** | YUM! BRANDS INC. | NEW YORK, NY

- Assisted in menu preparation while adhering to the restaurant's high culinary standards, contributing to a 15% sales increase during tenure
- Trained under senior chefs to handle kitchen management including inventory management, supply procurement, and keeping kitchen equipment maintenance up to date
- Regularly conducted food safety inspections complying with state health codes, effectively maintaining a 100% pass rate for the restaurant during health inspections

## EDUCATION

**Bachelor Degree in Hospitality Management**

CORNELL UNIVERSITY, Ithaca, NY | May 2020


**Associate Degree in Culinary Arts**

THE CULINARY INSTITUTE OF AMERICA, Hyde Park, NY | December 2019

## CERTIFICATIONS

- ServSafe Food Protection Manager Certification, SFPMC, National Restaurant Association, 2021

## CONTACT

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## KEY SKILLS

- Customer service
- Food safety
- Financial management
- Inventory and budget management
- Staff management