

Robert Haines

Deli Manager

Deli manager with 10 years in supermarket delis, the last 4 running a \$3.2M service deli, hot food and catering department with 16 employees. Leads deli operations from ordering and inventory management to food preparation and food safety audits, schedules labor in Excel, and has grown catering sales each year.

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Experience

Deli Manager

Bluegrass Family Markets • Louisville, KY • 05/2022 - Present
Regional supermarket with a full-service deli, hot bar and catering kitchen.

- Lead 16 deli clerks and cooks across 2 shifts, serving about 700 customers a day.
- Grew catering tray sales **35%** in 2 years with a holiday order program and new party menus.
- Achieve scores of 95 or higher on every county health inspection and quarterly food safety audit.
- Control inventory management and ordering in Excel, cutting deli shrink from 9% to 5.5% of sales.

Assistant Deli Manager

Derby City Grocery • Louisville, KY • 04/2019 - 04/2022
Neighborhood supermarket with a service deli, hot food program and weekend catering.

- Ran the hot food program of 20 rotisserie, fried chicken and side items, producing 300+ meals a day.
- Built weekly labor schedules for 12 associates within the department budget.
- Trained 15 new clerks on slicers, allergen handling and temperature logs.
- Coached the team on guest service, lifting deli survey scores from 78 to 88.

Deli Clerk

Highlands Market • Louisville, KY • 06/2016 - 03/2019
Independent grocery with a busy service deli.

- Sliced meats and cheeses for 150+ orders a shift and set the service case each morning.
- Prepared salads, sides and sandwiches to recipe cards for a 20-foot case.
- Earned promotion to lead deli clerk after 18 months, then ran the morning shift of 4.
- Built about 10 party trays a week for holiday and weekend catering orders.

Skills

Deli Operations
Inventory Management
Ordering , Food Safety
Food Preparation , Catering
Labor Scheduling , Excel
Guest Service , Leadership

Education

Associate in Applied Science

Jefferson Community and Technical College
Louisville, KY
05/2016
Culinary Arts

Certificates

ServSafe Food Protection Manager

National Restaurant Association
03/2021