

John Smith

Food Service Assistant Manager

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Summary

Results-driven Food Service Assistant Manager with 5+ years of experience in managing daily food service operations, leading cross-functional teams, and driving customer satisfaction. Proven track record of increasing sales by 15% and reducing labor costs by 10% through effective staffing and inventory management.

Experience

Assistant Manager

Fine Dining Restaurant • New York, NY • Jan 2020 - Present

Assist the General Manager in overseeing daily food service operations, managing a team of 20 staff members, and ensuring exceptional customer experiences.

- Developed and implemented a comprehensive training program, resulting in a 25% increase in staff retention and a 15% increase in customer satisfaction
- Collaborated with the kitchen staff to create new menu items, resulting in a 10% increase in average ticket size and a 5% increase in customer loyalty
- Managed inventory and supply chain logistics, reducing waste by 12% and improving profitability by 8%
- Analyzed sales data and implemented targeted marketing campaigns, resulting in a 20% increase in sales during off-peak hours

Shift Leader

Casual Dining Chain • Los Angeles, CA • Jun 2018 - Dec 2019

Supervised a team of 10 staff members during peak hours, ensured seamless service delivery, and maintained high standards of quality and cleanliness.

- Trained new staff members, resulting in a 90% reduction in errors and a 15% increase in customer satisfaction
- Implemented a just-in-time inventory system, reducing inventory costs by 8% and improving stock turnover by 12%
- Developed and implemented a customer feedback system, resulting in a 20% increase in customer loyalty and a 10% increase in positive online reviews

Education

Associate's Degree

Culinary Arts Institute • Chicago, IL • 2015 - 2017

Hospitality Management • 3.5

Skills

Inventory Management

Staff Training and Development

Customer Service

Menu Engineering

Marketing and Promotions

Food Safety and Sanitation

Leadership and Team Management

Time Management and Organization

Communication and Interpersonal Skills