



# Carlos Rivera

## QA Specialist - Restaurant Service

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📍 Chicago, IL

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### SUMMARY

Energetic Assistant Restaurant Manager with 6+ years of progressive FOH and operations experience at high-volume Chicago restaurants. Skilled at supporting general managers in scheduling, inventory, and team development, helping drive a 24% improvement in guest satisfaction scores and a 17% reduction in FOH turnover. Proven track record in labor cost control, server coaching, and cross-functional coordination at Lettuce Entertain You and Chicago's Big Bowl restaurant group.

### EXPERIENCE

**Assistant Restaurant Manager** Jul 2021 - Present

RPM Steak (Lettuce Entertain You) Chicago, IL

Right-hand operational partner to GM at a high-energy, 260-seat upscale steakhouse generating \$9.4M annual revenue in Chicago's River North dining district.

- Support GM in all daily operations for a 260-seat upscale steakhouse generating \$9.4M annual revenue, managing 24-person FOH team across lunch and dinner service
- Improved overall guest satisfaction score from 4.1 to 4.7/5.0 within 14 months by overhauling server training curriculum and establishing weekly feedback review process
- Reduced FOH turnover rate from 62% to 45% through structured onboarding program, mid-shift check-ins, and bi-monthly 1-on-1 performance conversations
- Controlled labor cost at 28% of revenue through real-time scheduling adjustments and bi-weekly overtime audits
- Managed bi-weekly inventory cycle for bar and dining room, reducing variance from 6.2% to 1.8% through daily closing counts and vendor reconciliation

**Senior Server / Shift Lead** May 2018 - Jun 2021

Big Bowl (Lettuce Entertain You) Chicago, IL

Top server and informal shift supervisor at a high-volume Asian-inspired casual dining concept.

- Generated \$2,400/shift in personal server revenue as #2 ranked server across a 34-person FOH team
- Supervised 8-server floor section as shift lead during peak service, coordinating with BOH on pacing and table management
- Trained 14 new servers on POS procedures, allergen scripts, and suggestive selling sequences with 92% 60-day retention
- Maintained 4.6/5.0 guest satisfaction score across 600+ tracked covers in final year of tenure

### SKILLS

- FOH Team Management
- Labor Cost Control
- Guest Satisfaction
- Improvement
- Inventory Management
- Server Training & Development
- Scheduling & Shift Planning
- POS Systems (Toast, Aloha)
- Conflict Resolution

### EDUCATION

**Bachelor of Science** 2018  
 Michigan State University East Lansing, MI  
 Hospitality Business GPA: 3.5