Angela Brooks

General Manager

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SUMMARY

General manager with 12 years in full-service restaurants, the last 5 as owner-operator of a 120-seat Nashville restaurant and bar doing $3.4M in annual sales. Runs budgeting, hiring and guest experience, holding prime cost at 61% and staff turnover well below the industry norm.

EDUCATION

Bachelor of Science 05/2014

University of Kentucky Lexington, KY

Hospitality and Tourism Management

EXPERIENCE

General Manager 04/2021 - Present

Two Rivers Kitchen & Bar LLC Nashville, TN

Own and manage a 120-seat full-service restaurant and bar with 45 employees.

- Direct P&L management and annual budgeting, growing sales from $1.8M to **$3.4M** in 5 years.
- Improve cost control through weekly inventory management, menu costing in Excel and quarterly vendor bids, cutting food cost from 33% to 28%.
- Lead hiring and training for 45 front- and back-of-house staff, keeping annual turnover at 48% against a norm near 75%.
- Raise guest ratings to 4.7 stars across 2,300 reviews by setting customer service standards and taking escalations personally.

General Manager 06/2017 - 03/2021

Hollow Oak Hospitality Group Nashville, TN

Local three-restaurant group; managed its 200-seat flagship.

- Managed a 200-seat restaurant with $4.2M in sales and 60 employees.
- Rolled out Toast POS and online ordering in 2019, adding $380K in takeout sales during 2020.
- Lowered labor cost from 31% to 27% of sales with forecast-based labor scheduling.

Assistant General Manager 05/2014 - 05/2017

Riverside Grill House Louisville, KY

Independent 150-seat steakhouse.

- Supervised floor operations for up to 500 covers on weekend nights.
- Coached 20 servers on wine and upsell standards, lifting check average 9%.
- Controlled liquor inventory with weekly counts and orders, holding beverage cost at 19%.

SKILLS

P&L Management • Budgeting • Cost Control • Inventory Management • Hiring and Training • Labor Scheduling
Customer Service • Toast POS • Excel • Leadership

CERTIFICATES

ServSafe Food Protection Manager

National Restaurant Association

02/2024