

# Restaurant Manager

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## SUMMARY

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Results-driven restaurant manager with seven years leading full-service units, accountable for P&L, food and labor cost, scheduling, and guest experience, with a record of margin improvement and low turnover.

## EXPERIENCE

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### General Manager, Full-Service Restaurant Group

2022 – Present

*City, ST*

- Ran a \$3.8M-revenue unit, holding food cost at 29% and labor at 31% against budgeted targets.
- Managed 300 to 450 covers per dinner service across a 42-person front- and back-of-house team.
- Cut hourly turnover from 95% to 62% annually through structured onboarding and a clear promotion path.
- Lifted average guest check 11% by retraining servers on upselling and rolling out a new wine program.
- Scored 96 and 98 on consecutive county health inspections by enforcing daily temperature and sanitation logs.
- Scheduled labor weekly against forecasted sales to keep overtime under 3% of total hours.
- Negotiated produce and protein vendor contracts, trimming food spend 6% without changing menu quality.
- Resolved escalated guest complaints and online reviews, raising the unit's rating from 4.1 to 4.6 stars.

### Assistant Manager, Casual Dining Chain

2019 – 2022

*City, ST*

- Supervised nightly service of up to 250 covers and ran closing cash reconciliation and deposits.
- Hired, onboarded, and certified 30+ team members on POS, safety, and service standards.
- Owned inventory counts and ordering, holding waste below 4% of food purchases.
- Led pre-shift lineups that improved order accuracy and shaved ticket times during peaks.
- Stepped in across host, bar, and expo during call-outs to protect guest experience.
- Tracked daily sales and labor on the POS dashboard and reported variances to ownership weekly.

## EDUCATION

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### Bachelor of Science in Hospitality Management

2015 – 2019

*State University — City, ST*

## CERTIFICATIONS & LICENSES

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ServSafe Manager

## SKILLS

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P&L management · Food-cost control · Labor scheduling · Hiring and retention · Health and safety compliance-  
· Guest experience · POS administration · Inventory and ordering · Vendor negotiation · Team training · Cash  
reconciliation · Sales forecasting