



Gwendolyn Parker

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RESTAURANT MANAGER

SUMMARY

Challenge seeking individual that enjoys customer service in a team atmosphere with specializing in culinary arts, bar-backing, bar-tending and catering/serving. I enjoy multitasking, networking and staying organized. I am confident in communication, marketing/sales and am eager to learn new skills and products. I take a unique approach to management by balancing focuses on administrative policies and procedures, while also tending to the needs of my guests, as well as my employees.

SKILLS

- Operation management.
- Customer service.
- Food service background.
- Developed and oversaw liquor inventory, Par levels, and liquor orders.
- Staff management.
- Management schedules and approval of all departments schedules.
- Passion for customer satisfaction.

CERTIFICATES:

- Professional food manager
- ServSafe
- Driver's License

PROFESSIONAL EXPERIENCE:

RESTAURANT MANAGER

Sugar Factory, Sanford, Winder, GA | June 2018 - Present

- Show great leadership qualities by creating a highly desirable "family focused" work place atmosphere.
- Maintain a fair and balanced schedule of 30+ employees on a weekly basis, maintaining a focus on what each employee needed both professionally, and personally.
- Revise and rewrote the beverage menu to better align the bar program with that of the restaurant concept.
- Help create a carefully monitored "batching" program to better control liquor costs.
- Work closely with vendors and liquor reps to build a world class bar program featuring a number of highly sought after and rare spirits.
- Carefully monitor bar inventory levels and batching protocols to better maintain and lower liquor, beer and wine costs.

RESTAURANT MANAGER

B.B. Kings Blues Club & Grill, Winder, GA | Apr. 2015 – Mar. 2018

- Oversaw staff of 40 - includes scheduling, fair performance evaluations, implementation of sales goals.
- Conducted interviews and oversee entire hiring process for all new employees.
- Ordered all stock - food, office supplies, operating supplies - to par levels while staying within budget.
- Provided excellent customer service to our guests.
- Communicated orally and written with guests, vendors, and corporate office with clarity and professionalism.
- Input electronically all stock orders and accounts payable.
- Completed monthly inventory and all necessary P&L reports.