



Rightfit



Resource Library

Resume Examples

Contact Us

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Resume Examples

John Doe

Director of Operations

PROFILE

A seasoned professional and effectual leader with a proven ability to build sales and guest counts and profitable revenue:
Three years as a Director of Operations across five states
Eighteen years experience as a General Manager
Experience managing operations between \$3.5 million to \$7 million annually
Corporate Management Training Instructor
Brief occurrence as a Brand Standards Manager

EMPLOYMENT

1997 - Present Director of Operations TGI Friday's

Carlson Restaurants Worldwide Inc., parent company of TGI Friday's Inc. is a privately held company owned by Minneapolis-based Carlson, a world leader in the hospitality, travel and marketing industries. As of December 2009, Carlson Restaurants Worldwide owns, operates, franchises or licenses more than 1,000 restaurants in 60 countries.

I lead twelve TGI Friday's restaurants as a Director of Operations located in five states including Illinois, Indiana, Michigan, Ohio and Pennsylvania. Responsible for selection, hiring and training of talented General Managers, Managers and Shift Supervisors in all restaurants. Eight years as a General Manager of six different Friday's locations in the South Texas and Oklahoma markets. Executed a new store opening of a TGI Friday's location as a General Manager located in Arkansas. Managed the third highest volume TGI Friday's location in the company located in Chicago, IL with annual sales of \$7 million.

Key Achievements

- The only Director of Operations to be in positive comp sales between 2007 and 2009
- Selected to facilitate the training of eight General Manager candidates located in Tokyo, Japan
- Selected to work on the Back Office Replacement project as a General Manager

1994 - 1997 **General Manager** Brinker International

The original Chili's in Houston, Texas in 1975; Brinker International subsequently opened several locations up and down the Atlantic coast under the ownership of Brinker International. Delighting diners with its winning combination of high quality food served in a casual atmosphere, I was hired on a fast track program to General Manager in 1994. I worked in both Chili's locations located in Houston, Texas. both with annual sales over \$7 million. In 1996 I was selected to open the Chili's location located in downtown Chicago, IL located at Schaumburg Mall as a General Manager.

1987 - 1994 **General Manager** Bennigan's

- Managed all day-to-day operations with focus on delivering a great customer experience; directing and supporting managers and hourly team members and managing all profit and loss centers.
- Executes on all Brand standards.
- Identified all local marketing opportunities to drive sales.
- Determined operation staffing needs.
- Completed all financial, personnel and payroll related administrative duties.

EDUCATION

B.S. Hotel and Restaurant Management, University of Wisconsin 1979

SUMMARY

Twenty-four years of success in responsible restaurant management. Proven ability to learn quickly, assess problems, and initiate corrective action. Comfortable in fast-paced, high stress situations requiring attention to detail and follow up. Able to motivate personnel to high performance standards and excellence. Demonstrated successes in organizing tasks

and increase efficiency. Excellent communication skills.

EXPERIENCE

Red Robin, El Paso TX
General Manager

As a manager for Red Robin, I have been in charge of the front of the house, back of the house, and the financials. I have developed the team's schedule and evaluations, for these areas. I have been responsible for the execution of company rollouts in each of the restaurant's areas.

- I was instrumental with the development of a key employee manual for our area. The training program was designed to transition motivated team members into the next steps towards management. I have also written the policy for what to do when a disabled guest enters our restaurants.
- I was entrusted to head up the El Paso Golf Tournament benefiting St Jude's Children's Research Hospital. This involved interacting with major vendors, area businesses, and the region's restaurants. I was asked to lead this project the past three years. Last year's event netted the highest donation to date.

Cracker Barrel, Kansas City, MO/El Paso, TX
General Manager/Regional Training Manager

My responsibilities as a regional training manager included certifying and inspecting quarterly corporate training restaurants. I scheduled and visited each manager in training and assisted the training department writing the policy, training, and culinary manuals. I assisted with franchise relations and food and beverage development. I traveled a great deal as my one state area grew to include six others.

- I was awarded the Assistant Manager of the Year in 2003.
- As an Assistant and General Manager, I was chosen to aid the IT department in developing a inventory theoretical program for the entire company.
- My restaurant was one of two to be a training store for the St. Louis/Kansas City/Chicago area.

McDonalds Corporation, Kansas City, MO
General Manager

Managed operations of \$3M restaurant. Sole charge of 60+ personnel, marketing and finances. Prepared budget and maintained P&L. Reconciled monthly inventory and monitored all orders of food and paper goods.

- While working with Hardees, I was appointed to the corporate training team. I traveled with the team to train, organize, and support franchise openings.

McDonalds, St. Louis MO
Assistant Manager

- As an assistant manager, I lead profitable shifts. I learned how to write schedules, fill out daily paperwork, maintain restaurant equipment, and helped with inventory.
- While with this company, our particular restaurant achieved consistent '3 Star Ratings' which pertained to cleanliness and operations.
- I learned how to multi task, make quick decisions, and become part of a team.

REFERENCES

Available Upon Request

Edward Exampleton

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CAREER OBJECTIVE

Pursuing an opportunity to utilize my development, leadership and managerial skills in a position that offers challenge and diversity in the training and growth of people and profitability of restaurants.

PROFILE

- Extensive experience in human relations with diverse cultures; development and motivation; recognizing and utilizing the skills of others.
- Plan and conduct professional written and oral presentations, organize meetings, programs and events, with focus on stimulating people to effective action.
- Experienced in fast-paced, multiple project, and deadline-oriented environments.
- Achieves and maintains “operational excellence” in the Chipotle restaurants in the assigned area.
- Builds an effective team of employees through recruiting, training, development and meaningful, timely performance feedback.

RELEVANT PROFESSIONAL EXPERIENCE

Area Manager, Taco Bell (12/08-present), Round Lake Beach, IL

Oversee recruiting, training, management, budget compliance, and overall operations of 12 Taco Bell restaurants to ensure excellent customer service, high quality foods, crew development, food safety, store cleanliness, and maximum profitability. Maintains communication, acts as a liaison with the corporate office departments, and provides a positive focus on the corporate culture and values: high quality food, excellent customer service, and an inviting atmosphere in the restaurants. Responsible for building a strong team through hiring, training, and developing restaurant managers, providing clear, consistent direction, and recognizing individual and team contributions.

Restaurateur (4th level), Taco Bell (11/04-12/08), Indianapolis, In

Responsible for all aspects of the daily operation of a \$2.7 million annual sales restaurant and oversee, mentor and responsible for another 3 restaurants. Major focus on following proven methods, systems and procedures and utilizing proper tools to maximize profitability and retention. Promoted from within organization.

Training Coordinator, Taco Bell (02/2006-12/07), Columbus, Ohio

Responsible for the opening of several restaurants in the region. Responsible for every aspect of set up, including but not limited to the following: Hired and supervised training of employees; solicited and secured vendors for every area of the physical restaurant; implemented system infrastructures.

EDUCATION

B.S Business Administration The Ohio State University, 2006

AWARDS

Selected as a one of the four best General Managers in the country and invited to board of directors meeting in Denver Colorado (2007)

People development Taco Bell 2006

REFERENCES:

Available upon request.