

Jamie M. Williams

Restaurant Manager

100 Main Street | South Bend, Indiana 46601 | 574-555-1234 | JamieMWilliams@gmail.com
LinkedIn.com/in/jamiemorganwilliams

HIGHLIGHTS

- 7 years of restaurant experience, including 1 year as Manager and 2 years as Assistant Manager in casual, dine-in restaurants
- Associate of Arts (A.A.) degree in Culinary Arts and Restaurant Management from Pennsylvania Culinary Institute
- Certified ServSafe Manager and Certified Server from the Indiana Alcohol & Tobacco Commission
- Unrestricted Bartending Permit from the Indiana Alcohol & Tobacco Commission
- Proficient in OpenTable, PeachWorks and Toast restaurant management platforms
- Conceived, pitched and implemented a social media promotional campaign for the Red Rock Inn, resulting in 14% higher gross earnings over 30 days

RESTAURANT EXPERIENCE

Restaurant Manager

2019-Current

Red Rock Inn, South Bend, Indiana

- Manage high-volume, casual, dine-in restaurant with more than \$2 million in annual revenue
- Oversee front of house (F.O.H.) and back of house (B.O.H.) operations, including managing payroll, organizing staff schedules and maintaining vendor relationships
- Supervise 24 team members, including assistant manager, waitstaff and bartenders
- Maintain employee ServSafe and Basset certificates and conduct daily inspection of restaurant and equipment to ensure compliance with health, safety, food handling and hygiene standards
- Ensure compliance with alcoholic beverage regulations
- Assist with marketing, group sales and special promotions
- Train team members on proper customer service protocols, new products and software
- Track and control food and beverage costs
- Respond to guest concerns and complaints to quickly and amicably resolve issues in-person and online

Notable achievements:

- Promoted from Assistant Manager to Manager
- Instituted COVID-19 protocol based on CDC guidelines
- Conceived, pitched and implemented a 30-day special promotion where guests check in via social media platforms (Facebook, Instagram, Twitter) to receive a 5% discount on their dine-in meal, which resulted in 14% higher gross earnings for that period through increased consumption and a greater number of dining guests

Assistant Restaurant Manager

2017–2019

Red Rock Inn, South Bend, Indiana

- Assisted Restaurant Manager on F.O.H. and B.O.H. operations, including managing payroll, organizing staff schedules and maintaining vendor relationships
- Coordinated communication between F.O.H. and B.O.H. staff and prepared shift schedules for Manager
- Kept detailed records of daily, weekly and monthly costs and revenues
- Arranged for new employees' onboarding, including scheduling training and ordering uniforms
- Calculated needs and placed orders for kitchenware and equipment
- Monitored compliance with safety and hygiene regulations
- Gathered guest feedback and recommended improvements

Notable achievements:

- Researched new wholesale food suppliers for lower costs while preserving high quality, saving the business nearly 2% per year

Server

2013–2015

Waffle Saloon, Gary, Indiana

- Served food and beverage orders to guests in a 24-table, family-owned, casual dine-in restaurant specializing in breakfast and lunch
- Explained menu offerings to guests and recommended specials and promotions
- Partnered with other servers to ensure all guests' needs were fulfilled
- Performed opening and closing duties, including cleaning dining area, filling condiment containers and sanitizing menus

Hostess

2012–2013

Waffle Saloon, Gary, Indiana

- Welcomed guests, engaged in friendly conversation, suggested new menu items and pointed out special promotions
- Processed payments and made correct change
- Helped with beverage orders for guests
- Completed side work, cleaned and assisted other team members as needed

EDUCATION

Associate of Arts (A.A.) degree, Culinary Arts and Restaurant Management, 2016
Pennsylvania Culinary Institute, Pittsburgh, Pennsylvania

CERTIFICATIONS

ServSafe Manager Certification, 2017

Unrestricted Bartending Permit, Indiana Alcohol & Tobacco Commission, 2014

ServSafe Handler Certification, 2014

Certified Server, Indiana Alcohol & Tobacco Commission, 2014

COMPUTER SKILLS

Google Drive, Microsoft Excel, Microsoft Word, restaurant management software (OpenTable, PeachWorks, Toast), social media (Facebook, Instagram, Twitter)