JAMES JOBSEEKER

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GENERAL MANAGER – HOSPITALITY INDUSTRY

Offering Extensive Hotel and Restaurant Operations Experience

Accomplished manager offering 25+ years of hands–on experience in the hospitality industry. Solid understanding of business management; able to meet the needs of a fast–paced, high–turnover industry. Strong ability to assess operational needs and establish strategies that increase productivity, enhance customer satisfaction, and improve cost effectiveness. Excellent communicator who draws on finely tuned interpersonal skills to influence critical business decisions.

Computer proficient and familiar with several POS systems including Squirrel, PosiTouch, Micros, and NEC.

KEY SKILLS

- Operations Management
- Cost Reduction Strategies
- Regulatory Compliance
- Facilities Management
- Policy Implementation
- Training and Development
- Workplace Safety
- Accounting / Bookkeeping
- Vendor Relations
- Ordering and Inventory
- Contract Negotiations
- Customer Service

PROFESSIONAL EXPERIENCE

RESTAURANT NAME – City, ST

180–Seat upscale restaurant with a reputation for offering the highest quality food and service within a 60–mile radius.

Owner/Manager, 2005 to Present

- Launched new restaurant—implemented marketing and PR strategies to increase awareness and bring in business.
- Interviewed, hired, and trained all staff members; currently supervising 35 employees.
- Developed menu based on guest preferences and seasonal considerations.
- Sourced vendors and negotiated inventory costs.
- Created, developed, and implemented all operational systems and procedures.

PROPERTY NAME – City, ST

50–Room Resort Hotel, 190–Seat Restaurant, 150–Seat Lounge, and 80–Seat Bar.

Owner/Manager, 1996 to 2004

- Purchased restaurant with suffering revenues and increased income by 300% within the first two years by doing a complete remodeling project, negotiating prices with new vendors, and placing tighter controls on food and labor spending.
- Increased menu items to offer more variety, up from 42 to 80 items. Added "honored" menu.
- Collaborated with the city and the state to develop a strategy for redevelopment and restoration of the entire property (property is on the National Register of Historic Places).

EARLY CAREER HISTORY

MAJOR HOTEL CHAIN – City, ST

Company information left out for anonymity.

Experience includes opening a new property, major renovations, managing very large meeting facilities, financial analysis, budgeting, marketing, and sales.

Director of Food and Beverage, 1989 to 1995

500 Rooms, 3 Restaurants, 2 Bars, Banquet to 1500

Assistant Director of Food and Beverage, 1987 to 1989

250 Rooms, 2 Restaurants, 1 Bar, Banquet to 600

ADDITIONAL INFORMATION

- Founding Member <City> Tourism Bureau.
- Board Member, <City> Area Chamber of Commerce.
- Nominated for AOL's "City's Best" list in 2006 and 2007.