



Abigail Madison

Restaurant Manager

Profile

Diligent Restaurant Manager with six years tenure in keeping a finger on the pulse of operations in highly prestigious fine dining settings. Striving to achieve the highest quality standards in food preparation and customer service by executing rigorous training and development programs applicable to all new staff members. Boosted growth margins by 9% due to automated tracking of profitability and key operational metrics. Accredited member of the American Culinary Foundation.

Employment History

Restaurant Manager at Mulberry Inn, Borger

January 2019 — Present

Contributed to 96% customer satisfaction score in 2019, up from 90% in 2018.

- Oversee food safety practices and equipment sanitation
- Direct dining room set up in the restaurant and the outside patio areas
- Responsible for cash handling and POS systems
- Manage inventory control and supplier liaison
- Create menus and pricing of dishes
- Supervise daily restaurant activities
- Responsible for training and onboarding of new staff members
- Tasked with opening and closing the dining room
- Conduct inspections in all areas of the restaurant before opening and closing
- Scheduled morning daily prep meetings with kitchen crew and servers

Restaurant Manager at Ogalitto's Fine Fusion Dining, San Antonio

January 2016 — December 2018

Reduced overhead costs by 7% through stringent controls on overtime expenditures and inventory waste which improved cash flow resources from 15 days to forty days.

- Perform audits on all areas of the restaurant to ensure the state of readiness before midday and evening service
- Conduct morning meetings with waiters to discuss menu specials
- Monitor food and supply expenditure
- Review the restaurant's par stock and inventory levels.
- Set sales and turnover targets for the restaurant
- Participate in menu tastings with the Executive Chef
- Collaborate with Executive Chef in finalizing menu items
- Responsible for recruitment, selection, and training of personnel
- Inspect dishes before they get served

Restaurant Manager at Chickititas Family Restaurant

June 2019 — April 2015

Details

1515 Pacific Ave, Los Angeles, CA 90291, United States, (541) 754-3010

email@email.com

Place of birth

San Antonio

Nationality

American

Driving license

Full

Links

[Twitter](#)

[Pinterest](#)

[Facebook](#)

[Instagram](#)

Skills

Scheduling & Reservation

Software

Point of Sale Systems

(Breadcrumbs, TouchBistor)

Review Platforms (Zomato,

DineOut)

American Food Safety Institute

Regulations

Food Service Labor Laws

Beer, Wine, Liquor

Food Components

Customer Experience

Gourmet & Haute Cuisine

Fine Dining

Dining Room Set Up

Menus and Pricing


Boosted customer interaction with 28% on social media (Facebook, Instagram, Twitter) with a newly created loyalty incentive resulting in a sales improvement of 19% in 30 days.

- Collaborate with head-quarters regarding new restaurant offerings
- Source ingredients and supplies from local farmers and contract growers
- Negotiate service level agreements with approved suppliers regarding pricing, delivery conditions, and payment terms
- Manage and audit restaurant inventory and stock levels
- Conduct frequent inspections on overall kitchen operations to ensure sanitation and food safety standards are followed
- Review kitchen preparation guidelines and introduce improvements consistently
- Evaluate the performance of all restaurant staff

Sage Accounting Software



Inventory Management Systems




Restaurant Machinery




Languages

French



English



German



Italian



Spanish



Education

Bachelor's Degree in Restaurant Management, Seattle University, Seattle

June 2018 — Present

Course Topics:

Hospitality Law, Food and Beverage Management, Human Resource Management, Hospitality Management

Practical Management Training Program, School of Hotel Administration, Ithaca

January 2017 — June 2017

Diploma in Hospitality Management, Chicago Community College, Chicago

January 2012 — December 2013

Course Curriculum: Menu Planning, Point of Sale (POS) Systems, Customer Satisfaction, Dining Room Set Up, Marketing and Sales

Courses

ServSafe Food Protection Manager Certificate, American Food Safety Institute, Philadelphia

January 2018 — June 2019

Senior Member, National Alcohol Beverage Control Association, Alexandria,

May 2017 — 2019