

# ABIGAIL MADISON

Restaurant Manager

## INFO

### ADDRESS

1515 Pacific Ave, Los Angeles, CA  
90291, United States

### PHONE

(541) 754-3010

### EMAIL

email@email.com

### PLACE OF BIRTH

San Antonio

### DRIVING LICENSE

Full

### NATIONALITY

American

## LINKS

[Twitter](#)

[Pinterest](#)

[Facebook](#)

[Instagram](#)

## SKILLS

Scheduling & Reservation  
Software

Point of Sale Systems  
(Breadcrumbs, TouchBistor)

## 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, Mulberry Inn

Borger

Jan 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, Ogalitto's Fine Fusion Dining

San Antonio

Jan 2016 — Dec 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.*

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

Sage Accounting Software

Inventory Management Systems

Restaurant Machinery

## LANGUAGES

French

English

German

Italian

Spanish

- 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, Chickititas Family Restaurant

Jun 2019 — Apr 2015

*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

## EDUCATION

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

Seattle

Jun 2018 — Present

Course Topics:

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

### Practical Management Training Program, School of Hotel Administration

Ithaca

Jan 2017 — Jun 2017

### Diploma in Hospitality Management, Chicago Community College

Chicago

Jan 2012 — Dec 2013

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

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## **COURSES**

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

Jan 2018 — Jun 2019

**Senior Member, National Alcohol Beverage  
Control Association, Alexandria,**

May 2017 — 2019