

Abigail Madison, Restaurant Manager

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

Place of birth	San Antonio	Driving license	Full
Nationality	American		

LINKS [Twitter](#), [Pinterest](#), [Facebook](#), [Instagram](#)

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

Jan 2019 — Present **Restaurant Manager, Mulberry Inn** Borger

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

Jan 2016 — Dec 2018 **Restaurant Manager, Ogalitto's Fine Fusion Dining** San Antonio

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

Jun 2019 — Apr 2015 **Restaurant Manager, Chickititas Family Restaurant**

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

Jun 2018 — Present	Bachelor's Degree in Restaurant Management, Seattle University	Seattle
	Course Topics: Hospitality Law, Food and Beverage Management, Human Resource Management, Hospitality Management	
Jan 2017 — Jun 2017	Practical Management Training Program, School of Hotel Administration	Ithaca
Jan 2012 — Dec 2013	Diploma in Hospitality Management, Chicago Community College	Chicago
	Course Curriculum: Menu Planning, Point of Sale (POS) Systems, Customer Satisfaction, Dining Room Set Up, Marketing and Sales	

SKILLS	Scheduling & Reservation Software	Expert	Gourmet & Haute Cuisine	Experienced
			Fine Dining	Expert
	Point of Sale Systems (Breadcrumbs, TouchBistor)	Expert	Dining Room Set Up	Experienced
	Review Platforms (Zomato, DineOut)	Expert	Menus and Pricing	Experienced
			Sage Accounting Software	Experienced
	American Food Safety Institute Regulations	Expert	Inventory Management Systems	Experienced
	Food Service Labor Laws	Expert	Restaurant Machinery	Experienced
	Beer, Wine, Liquor	Experienced		
	Food Components	Experienced		
Customer Experience	Experienced			

LANGUAGES	French	Native speaker	Italian	Highly proficient
	English	Native speaker	Spanish	Highly proficient
	German	Highly proficient		

COURSES

Jan 2018 — Jun 2019	ServSafe Food Protection Manager Certificate, American Food Safety Institute, Philadelphia
May 2017 — 2019	Senior Member, National Alcohol Beverage Control Association, Alexandria,