

# ABIGAIL MADISON

## Restaurant Manager

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

(541) 754-3010

email@email.com

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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.*

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### EMPLOYMENT HISTORY

❖ **Restaurant Manager, Mulberry Inn** ..... Jan 2019 — Present  
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

❖ **Restaurant Manager, Ogalitto's Fine Fusion Dining** ..... Jan 2016 — Dec 2018  
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

❖ **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

♣ **Seattle University** ..... Jun 2018 — Present  
*Bachelor's Degree in Restaurant Management* Seattle

Course Topics:

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

♣ **School of Hotel Administration** ..... Jan 2017 — Jun 2017  
*Practical Management Training Program* Ithaca

♣ **Chicago Community College** ..... Jan 2012 — Dec 2013  
*Diploma in Hospitality Management* Chicago

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

## SKILLS

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

## LANGUAGES

French ..... <i>Native speaker</i>	Italian ..... <i>Highly proficient</i>
English ..... <i>Native speaker</i>	Spanish ..... <i>Highly proficient</i>
German ..... <i>Highly proficient</i>	

## COURSES

♣ **ServSafe Food Protection Manager Certificate** ..... Jan 2018 — Jun 2019  
*American Food Safety Institute, Philadelphia*

❖ **Senior Member** ..... May 2017 — 2019

*National Alcohol Beverage Control Association, Alexandria,*