MAX GLOVER

CV

640 Angola Rd, New York, NY 10930 (681) 204 7100 example@cvmaker.com

Creative, customer-centric restaurant manager with 8 years' experience. A passion for food and people inspires me to motivate employees to achieve high service excellence and personal growth levels. Implemented systems that reduced staff attrition by 25% and lowered labor costs. Tighter inventory controls have lowered variable costs by 10% a month. Launched direct engagement via social media marketing and exceeded sales targets by 15% month on month. I am keen to use my management experience to grow my career and your restaurant.

WORK EXPERIENCE

Restaurant Manager 2019 - Present

Upland, New York

Managed approximately 30 front- and back-of-house staff, including 6 bartenders and 4 bar support staff. Oversaw service, POS systems, budgets, forecasts, inventory, recruitment and scheduling. Collaborated with the head chef on menus and food quality, negotiated supplier agreements and ensured health, safety and licensing compliance.

- Reduced staff turnover by 25% through training incentives and introduced cross-training to support duty rotation.
- Cut variable costs by 10% through tighter inventory controls and exceeded monthly sales targets by 15% through social media marketing.

Assistant Restaurant Manager 2017 - 2019

The Cabin, New York City

Ensuring Foh, BoH and bar area collaboration and managing POS system and balancing daily revenue. Resolving customer order and payment queries. Improving customer engagement on social media. Sourcing suppliers, products and service providers. Conducting training on health and safety standards. Teaching employees about food protection and liquor laws. Taking daily stock counts of food, liquor, beverages and consumables

EDUCATION AND QUALIFICATIONS

- Restaurant and Culinary Management Diploma Institute of Culinary Education, New York Feb 2021 - Nov 2021
- Hospitality and Hotel Management Diploma Institute of Culinary Education, New York Feb 2020 - Nov 2020
- Food Protection Certificate NYC Health Academy, New York Jun 2016 - Jul 2016

SKILLS

Budget management

Customer Service

Inventory management

Employee management

Profitability margins

Food safety standards

Health and Safety standards

Liquor laws

REFERENCES

References available upon request