**JOHN HLOOM**

123 Park Avenue, Knoxville, TN 37996

123.456.7899 • info@hloom.com

More than a decade assisting world-class hospitality establishments to drive major multi-faceted operational improvements by saving time, providing cost effective initiatives, maximizing guest satisfaction, and maintaining positive relationships. Keep up to date on industry trends and strive to have a competitive edge in products and pricing.

|  |  |  |
| --- | --- | --- |
| Core Competencies | | |
| * Strategic Planning & Thinking * Business Analysis * Profit & Loss (P & L) * Vendor Management | * Training & Development * Leveraging Technology * Process Improvement * Best Practices | * Coaching & Evaluation * Budgetary Management * Recruitment * Inventory Management |

## Key Strengths:

Energetic; strategic thinker; high sense of urgency; quality-driven; detail-oriented; accountable; pro-active; leader.Innovative marketer, trend spotter, and business builder – delivering solutions to constantly shifting business needs.

# EXPERIENCE

***General Manager***

**RESTAUARANT CHAIN** 2011-2015

Integral member of the team, responsible for all aspects of the high volume, fast paced profitable operation of this thriving business, managing up to 75 Front and Back of House employees including store and shift managers. Served as the visible face and voice of the restaurant – building positive relationships, strengthening staff and resolving issues.In charge of staff training and development. Participated and passed audits, facility evaluations, and health inspections. Accountabilities included: budgeting and forecasting; managing financials (P&L, A/R, A/P, and ADP payroll system); leading sales, marketing and service initiatives. Led and developed teams. Managed scores and performance metrics.

* Awards: Attained multiple perfect scores on unannounced Customer Mystery Shopper Evaluations; Received several quarterly bonuses by containing costs/meeting budgets; Winner of numerous Excellent Store Operations.
* Staff Development: Developed a subpar staff to achieve top production, increasing sales to almost 100% from the previous year.
* Quality Assurance: Streamlined restaurant operations to build a standard of excellence, resulting in earning the company a record five consecutive “perfect” inspection ratings.

***Supervisor, Front of House • Key Holder/Staff Trainer/ Server/Host***

**BREW HOUSE** 2008-2010

Served in increasingly responsible roles – proving vital in functions to maintain, manage, and expand quality administrative and supervisory support in this high volume, fast paced environment. Oversaw business functions in coordinating records, computer lists, purchase orders, and workflow throughout the front and back of house. Proactively collaborated interdepartmentally for event planning and menu creation, ensuring successful execution while providing detailed, attentive, and personable customer service. Maintained accurate records and reports.Directed Host interviewing, training, and performance evaluations.Successfully implemented sales and marketing initiatives.Assisted in overall office organization, including maintaining charts, records, files, contracts, insurance documentation, and letters/mailing preparation.

* Corporate/Client Advocate: Cultivated ongoing rapport between staff and management in the delicate process of making and implementing momentous decisions.
* Staff Development: Created training materials and mentored new hires. Developed strengths in communication, sales, service, and leadership which became foundational to success in other professional roles.

***Team Lead & Bartender***

**GRILL & BAR** 2006-2008

Managed 20 Front and Back of House employees including store and shift managers.Participated in the new hire process, supporting staff training and development. Assist with financial management such as budgeting, inventory, payroll reporting, and forecasting. Led sales, marketing, and service initiatives.Managed scores and performance metrics.Ensured compliance with OSHA and local and federal regulations.

* Store Opening: Built the business from concept up, opening the new establishment to bring operations to a standard of excellence. Responsibilities included menu design, staff training, purchasing, advertising/marketing, customer service, and financial management.
* Business Operations: Consistently improved sales and customer volume as a consequence of motivating FOH and BOH staff to communicate effectively – providing a smooth, seamless operation.

***Server/Bartender***

**SEAFOOD RESTAUARNTS** 2004-2006

Ensured the consistent delivery of an excellent consumer experience for two high volume, fast paced profitable hospitality operations. Acted as the “visible face and image” for Front of House.

* Success Metric – Upsold promotional and menu items. Increased sales by 18%.