

Sample Functional Resume

Linda Jones

1234 East 5th Street

Oriole, OK 73876

480-987-5432

ljones@web.com

Career Objective: Executive level management position in the restaurant or hospitality industry.

SKILLS SUMMARY

- Skilled manager with wide experience in all areas of food service including daily operations, marketing and development, staff training, and workplace health and safety.
- Excellent track record of maintaining low overhead, increasing sales, and generating high-dollar profits.
- Proven skills in developing innovative ways to improve service and build customer loyalty.

PROFESSIONAL EXPERIENCE

Food Service Management

- Pine Tree Café, Oriole, OK
 - Directed start-up of successful, health-oriented restaurant. Manage staffing, purchasing, marketing, menu development and customer relations.
 - Broke-even after second year of café's opening; exceeded previous year's profits by 28%.
- The Cake Factory, Oklahoma City, OK
 - Supervised daily operations at two high-volume stores, each generating over \$1 million in profits annually.
 - Prepared annual budget for the Marina Del Rey location, a site consistently in the top five most profitable restaurants in the company.

Staff Training and Supervision

- Pine Tree Café, Oriole, OK
 - Manage, train and schedule 24 employees for 100-seat restaurant, including cook and wait staff.
 - Maintain low overtime and turnover; retention rate 40% above industry standards.

- The Cake Factory, Oklahoma City, OK
 - Trained 35 cooks, dish area employees and wait staff. Accomplished a 5% reduction in labor costs through better selection and training of staff.
 - Enhanced and implemented employee safety procedures, which lowered on-the-job injuries by 26%.
- Good Cuppa Joe, Inc., Boulder, CO
 - Trained restaurant sales staff in operating, marketing and merchandising coffee products.

Customer Care

- Pine Tree Café, Oriole, OK
 - Initiated customer opinion cards and implemented “coffee with the manager” to solicit feedback and build customer loyalty.
 - Developed marketing campaign to promote new lunch menu, resulting in a doubling of midday traffic within two months.

Sales and Marketing

- Good Cuppa Joe, Inc., Boulder, CO
 - Developed and controlled 50% of the market share in two key regions selling espresso equipment, supplies and coffee restaurants, coffee houses, hospitals and hotels.
 - Led company in sales of leased equipment and supplies; exceeded gross margin profits by 34%.
 - Implemented a new “30-day trial program” which resulted in 30% more placements.

WORK HISTORY

- General Manager, Pine Tree Café, Oriole, OK, 2004-present
- Store Manager, The Cake Factory, Oklahoma City, OK, 2000-2004
- Sales/Service Representative, Good Cuppa Joe, Inc., Boulder, CO, 1993-2000

EDUCATION AND TRAINING

- Bachelor of Science, Marketing and Management, Pitcairn University, Denver, CO
- Trained in Restaurant Industry Systems and Remancon Systems
- Restaurant Management Training, The Cake Factory, Oklahoma City, OK
- Completed courses in Microsoft Office Excel, Word, PowerPoint

RELATED EXPERIENCE

- Volunteer Community Liaison, Regional Food Pantry, Oriole, OK (2005-present): Coordinate pickups of surplus food from local merchants; develop sample recipes for recipients; advise food pantry volunteers on food safety and handling.

PROFESSIONAL AFFILIATIONS

- National Restaurant Association
- McAlester Area Chamber of Commerce
- Oklahoma Restaurant Association

