

Sample Chronological 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

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

PROFESSIONAL EXPERIENCE

General Manager, Pine Tree Café, Oriole, OK (November 2004-present)

Directed start-up of successful, health-oriented restaurant. Manage, train and schedule 24 employees for 100-seat restaurant, including cook and wait staff. Manage menu development, purchasing, marketing and customer relations.

- Maintain low overtime and turnover; staff retention rate is 40% above industry standards.
- Developed marketing campaign to promote new lunch menu, resulting in a doubling of midday traffic within two months.
- Initiated customer opinion cards and implemented “coffee with the manager” to solicit feedback and build customer loyalty.
- Broke-even after second year of café’s opening; exceeded previous year’s profits by 28%.

Store Manager, The Cake Factory, Oklahoma City, OK (June 2000- October 2004)

Successfully completed company’s management training program and tasked to train 35 cooks, dish area employees and wait staff. Supervised daily operations at two high-volume stores, each generating over \$1 million in profits annually.

- Accomplished a 5% reduction in labor costs through better selection and training of staff.
- Enhanced and implemented employee safety procedures, lowering on-the-job injuries by 26%.

- Prepared annual budget for the Marina Del Rey location, a site consistently in the top five most profitable restaurants in the company.

Sales/Service Representative, Good Cuppa Joe, Inc., Boulder, Colorado (July 1993-April 2000)

Cultivated South Denver and mountain community markets selling espresso equipment, supplies and coffee to wide variety of hospitality outlets, including restaurants, coffee houses, hospitals and hotels. Trained restaurant sales staff in operating, marketing and merchandising coffee products.

- Led company in sales of leased equipment and supplies; exceeded gross margin profits by 34%.
- Developed and controlled 50% of the market share in two key regions.
- Implemented a new “30-day trial program” which resulted in 30% more placements.

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.

EDUCATION AND TRAINING

- Bachelor of Science, Marketing and Management, Pitcairn University, Denver, Colorado
- 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

PROFESSIONAL AFFILIATIONS

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

