

## Sample Combination Resume

### **Linda Jones**

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**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)**

##### Food Service Management

- 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%.

##### Staff Training and Supervision

- 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.

##### Customer Care

- 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.

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

- 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

- 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%.

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

##### Sales and Marketing

- 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.

#### Staff Training and Supervision

- Trained restaurant sales staff in operating, marketing and merchandising coffee products.
- 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%.
- Prepared annual budget for the Marina Del Rey location, a site consistently in the top five most profitable restaurants in the company.

#### **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, 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

#### **PROFESSIONAL AFFILIATIONS**

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