

## Sample Functional Resume

### **Linda Jones**

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**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

