


Delphia Buchbinder

Fast Food Manager

Results-driven Fast Food Manager with 1 year of experience in overseeing daily operations, delivering exceptional customer service, and maximizing profitability. Demonstrated expertise in staff training, inventory management, and cost control. Proven ability to improve operational efficiency and drive revenue growth. Committed to maintaining high standards of food quality, safety, and cleanliness.

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(193) 803-6778 

123 Main St, Kansas City, MO 
64108

Education

**Associate of Applied
Science in Hospitality
Management at Ozarks
Technical Community
College, Springfield, MO**

Sep 2017 - May 2022

Relevant Coursework:
Hospitality Operations, Food
and Beverage Management,
Event Planning, Customer
Service, Marketing and Sales,
Financial Management, Human
Resources, and Business Law.

Links

[linkedin.com/in/delphiabuchbinder](https://www.linkedin.com/in/delphiabuchbinder)

Skills

Scheduling



Inventory management



Conflict resolution



Customer service



Food safety



Team leadership



Budgeting



Employment History

Fast Food Manager at McDonald's, MO

Mar 2023 - Present

- Increased overall customer satisfaction by 15% through effective staff training and implementing efficient service procedures, resulting in improved online ratings and positive customer feedback.
- Boosted drive-thru efficiency by 25% by streamlining the ordering process and optimizing staff scheduling during peak hours, which led to shorter wait times and increased revenue.
- Reduced food waste by 20% through better inventory management and implementing a first-in-first-out system, saving the store approximately \$10,000 in annual food costs.

Assistant Fast Food Manager at Burger King, MO

Jul 2022 - Feb 2023

- Increased overall customer satisfaction by 20% through implementing new employee training programs and streamlining order processes.
- Boosted drive-thru efficiency by 15% by reorganizing the workflow and optimizing staff scheduling, resulting in reduced wait times for customers.
- Successfully managed a team of 25 employees, achieving a 10% reduction in staff turnover and improving overall team morale.
- Implemented cost-saving measures that led to a 5% reduction in food waste and a 3% decrease in overall operating costs.

Certificates

ServSafe Food Protection Manager Certification

Apr 2022

Certified Restaurant Supervisor (CRS)

Aug 2020

Memberships

National Restaurant Association (NRA)

Society for Human Resource Management (SHRM)