

JEFFREY DELVO

Restaurant Assistant Manager

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(894) 329-0824

1234 Maple Street, Minneapolis, MN
55401



PROFILE

Results-driven Restaurant Assistant Manager with 2 years of experience in optimizing restaurant operations, driving customer satisfaction, and increasing profitability. Adept at staff management, inventory control, and implementing cost-saving strategies. Proven success in cultivating a positive work environment and enhancing team performance. Committed to delivering exceptional dining experiences and fostering long-term customer loyalty.

LINKS

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

SKILLS

Scheduling

Inventory Management

Conflict Resolution

Customer Service

Staff Training

Budgeting

Menu Development

LANGUAGES

English

Italian

HOBBIES

EMPLOYMENT HISTORY

Assistant Restaurant Manager at Darden Restaurants, MN

Apr 2023 - Present

- Successfully increased overall customer satisfaction by 15% within the first year through implementing effective staff training programs and streamlining service processes at Darden Restaurants, MN.
- Boosted the restaurant's revenue by 12% over two years by optimizing menu offerings, improving marketing strategies, and enhancing dining experiences for guests.
- Reduced staff turnover rate by 20% in 18 months by developing a supportive work environment, implementing employee incentives, and promoting open communication among team members.
- Led the team to achieve a consistent 95% or higher pass rate on all health and safety inspections, ensuring compliance with local regulations and maintaining a clean and safe environment for both guests and employees.

Restaurant Shift Supervisor at Bloomin' Brands, MN

Sep 2021 - Feb 2023

- Successfully improved overall customer satisfaction rate by 15% within the first six months by implementing new staff training programs and streamlining service processes, resulting in increased customer loyalty and positive reviews on social media platforms.
- Decreased food waste by 25% through the implementation of a more efficient inventory management system and closer monitoring of food preparation, saving the restaurant an estimated \$10,000 annually and contributing to a more environmentally sustainable operation.
- Increased average daily sales by 10% over the course of one year by introducing new menu items, collaborating with the marketing team on promotional campaigns, and consistently maintaining a high level of staff performance, leading to a significant boost in revenue for the Bloomin' Brands location.

EDUCATION

Associate of Applied Science in Hospitality Management at St. Cloud Technical & Community College, St. Cloud, MN

Aug 2017 - May 2021

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

CERTIFICATES