

Bonita Ghia

Restaurant Operations Manager

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📍 123 Aurora Lane, Anchorage, AK 99501

Education

Bachelor of Business Administration in Hospitality Management at University of Alaska Anchorage, AK

Aug 2013 - May 2018

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

Links

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

Skills

Budgeting

Staff Training

Inventory Management

Customer Service

Menu Development

Marketing Strategies

Conflict Resolution

Languages

English

Hindi

Profile

Results-driven Restaurant Operations Manager with 5 years of experience in optimizing efficiency, boosting customer satisfaction, and driving revenue growth. Adept at implementing innovative strategies to streamline processes, enhance team performance, and ensure consistent compliance with industry regulations. Strong track record of improving operational workflow and fostering a positive dining experience for guests. Committed to fostering a collaborative and growth-oriented environment to lead the team towards success.

Employment History

Restaurant Operations Manager at Tundra Restaurant Group, AK

May 2023 - Present

- Successfully increased overall revenue by 20% in 2019 by implementing innovative marketing strategies, optimizing menu offerings, and enhancing customer experience at Tundra Restaurant Group locations.
- Achieved a 15% reduction in food waste and a 10% decrease in operational costs in 2018 through the introduction of data-driven inventory management systems and streamlined supply chain processes.
- Boosted employee retention rate by 25% in 2017 by developing and implementing comprehensive training programs, fostering a positive work environment, and offering competitive benefits packages to staff members.
- Received the 2016 "Alaska Restaurant Excellence Award" for outstanding service and exceptional dining experiences provided to guests at Tundra Restaurant Group, AK.

Assistant Restaurant Operations Manager at Anchorage Restaurant Management Group, AK

Sep 2018 - Apr 2023

- Successfully increased overall customer satisfaction rate by 25% within the first year through effective communication and problem-solving, leading to a significant improvement in online ratings and reviews for Anchorage Restaurant Management Group.
- Implemented new inventory management system that reduced food waste by 30% and saved the company \$40,000 annually, contributing to a more sustainable and cost-effective operation.
- Streamlined employee training processes, reducing onboarding time by 50% and increasing staff retention rate by 15%, resulting in a more efficient and motivated workforce at Anchorage Restaurant Management Group.
- Organized and executed a successful promotional event that attracted 500 attendees, generating a 20% increase in revenue for the month and raising brand awareness within the local community.

Certificates

ServSafe Food Protection Manager Certification

Jan 2022