

RONNA JACKSON

Restaurant Manager

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☎ (123) 456-7890

📍 Atlanta, GA

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WORK EXPERIENCE

Restaurant Owner

Terratooli's Italian Restaurant

📅 2007 - current 📍 Atlanta, GA

- Built a trustworthy staffing team, hiring, training, and managing 40+ full and part-time employees
- Established incentive program for FOH workers meeting or exceeding sales targets, resulting in employee turnover rates 60% under industry averages
- Listed 7 times as one of Atlanta Magazine's "Top 50 Restaurants in Atlanta" during 13+ years of operation
- Maintained profitability during the pandemic, creating online ordering systems and partnering with GrubHub
- Sustained \$200K net annual profit in 2020 while providing furloughed workers health insurance and benefits coverage

Restaurant Manager

Eataly

📅 2005 - 2007 📍 Atlanta, GA

- Optimized hiring process, conducting interviews in 1/4 of the time, and provided on-the-job training that reduced hiring costs by \$250 per employee
- Collaborated with front of house on methods to reduce employee stress, resulting in a 20% reduction in staff turnover
- Diagrammed regulations, safety checklists, and reminders for staff, resulting in 0 violations and a 98% score on inspections
- Exceeded quarterly targets by 12% by fostering supplier relations to receive products 30% below wholesale value

Server

Benihana

📅 2003 - 2005 📍 Atlanta, GA

- Collaborated with kitchen, reducing idle time per dish by 3 minutes and maximizing customer satisfaction
- Ensured team was not overburdened during peak hours by taking their orders and delivering food to tables, improving staff efficiency by 33%
- Established rapport with customers, surpassing sales targets by 18% by upselling, cross-selling, and contributing to a relaxed atmosphere for guests
- Awarded Employee of the Quarter 3 times by maintaining the highest sales results and customer reviews

SKILLS

Organization
People Management
Record Keeping
Collaboration
Problem Solving

EDUCATION

High school diploma

Grady High School

📅 1999 - 2003

📍 Atlanta, GA