ROBERT SMITH

**General Manager/Controller**

**E­mail:** info@website.com **Phone: (0123)­456­789**

**SUMMARY**

10+ years of experience as a General Manager. Looking to be an incredible asset to a company that is seeking reliable, self­ motivated individuals with excellent work ethic and integrity.

**SKILLS**

Microsoft Office, Quickbooks, Customer Service, Windows XP, Computer, Management, Server, Documentation, Communications, Project Management, and Business Analysis.

**WORK EXPERIENCE**

# General Manager/Controller

ABC Corporation ­ July 2011 – Present

* Delivering exceptional customer service to all patrons.
* Train managers on a continual basis by providing exceptional guidance and consistent coaching.
* Developing and implementing appropriate plans to resolve unfavorable trends and enhance sales.
* Ensuring the execution of the restaurants overall human resources programs.
* Maintaining an on­going system for the recruitment, development, recognition, and retention of store management and crew.
* Conducting quality, timely performance feedback and performance appraisals.
* Ensuring store/district compliance with company operating policies and procedures.

# General Manager

ABC Corporation ­ September 2009 – June 2011

* Food and beverage production delivered exceptional customer service to all patrons.
* Conducted quality, timely performance feedback and performance appraisals.
* Ensured store/district compliance with company operating policies and procedures.
* Worked to establish store/district priorities, and developed and executed store plans.
* Trained managers on a continual basis by providing exceptional guidance and consistent coaching.
* Ensured the execution of the restaurants overall human resources programs.
* Maintained an on­going system for the recruitment, development, recognition, and retention of store management and crew.

**SCHOLASTICS**

* Computer Information Systems ­ August 2001(Houston Community College ­ Houston, TX)Graduate ­ 2005(University Of Alabama)