**General Manager Sales**

ROBERT SMITH

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# Objective

14 years of extensive experience as a General Manager. A position requiring a proactive team leader with a strong customer focus, a commitment to quality and service objectives, and a solid track record for delivering results.

# Skills

Guest Service Relations, Supervisory Management, Record Keeping, Office & Clerical, Banking, Inventory, Budgets, Scheduling, Cashiering, Cooking, Food & Safety Certified, Bartender Operators License, and Organized.

# Work Experience

## General Manager Sales

**ABC Corporation** ­ January 2010 – September 2015

* Perform market analysis to develop a new business plan to migrate the business to a different type of restaurant with capital investment.
* Oversaw front of house personnel to maintain adequate staffing and minimize overtime.
* Led and directed team members on effective methods, operations and procedures.
* Carefully developed a lucrative annual food and beverage marketing plan and a strict budget to maximize profits.
* Clearly and promptly communicated pertinent information to staff, such as large reservations or last­minute menu changes.
* Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
* Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment, and supplies.

## Assistant Manager

**ABC Corporation** ­ May 2001 – December 2009

* Responsibilities I began as a part­time cashier in the garden center and worked my way up to the assistant manager position.
* Was in charge at any given time of 100+ people, and had to manage my areas of the store.
* Also worked at other stores that were in need, did auditing, loss prevention, and opened new stores.
* Active listener, tech­savvy managed office­related tasks, including reception, purchasing, or, ar, and ap
* Coordinated computer software systems for office workgroups, developed sales tracking programs and a web site
* Oversaw human resource issues including performance evaluations, employee development, and salary administration.
* Proficient in providing subsidized housing through sec 8 of the government­subsidized housing program.

# Education

Bachelor's ­ (Paris Junior College)High School Diploma ­ (Thomas Nelson Community College ­ Williamsburg, VA)Associates Of Arts ­ 1982(Northwest Community College ­ Powell, WY)