



## Fast Food Restaurant General Manager

# Richard Mohr

### Professional summary

Dynamic and results-driven Fast Food Restaurant General Manager with over 10 years of experience in high-volume environments. Proven track record of improving operational efficiency and increasing sales.

### Experience

#### General Manager

June 2018 - Now

Chick-fil-A / Springfield, IL

- Lead a team of 30 employees, achieving a 20% increase in customer satisfaction scores.
- Implement new inventory management system, reducing food waste by 15%.
- Boost sales by 10% through targeted promotional campaigns and upselling strategies.
- Oversee daily operations, including staff scheduling, inventory control, and quality assurance.

#### Assistant Manager

January 2014 - May 2018

Taco Bell / Springfield, IL

- Assisted in managing daily operations, including staff scheduling and inventory control.
- Trained and developed 25+ employees, resulting in a 30% reduction in turnover.
- Ensured compliance with health and safety regulations, leading to consistent "A" grades on inspections.

### Professional Associations

#### National Restaurant Association

2019 - Now

Member

(555) 123-4567

richard.mohr@email.com

Springfield, IL

### Education

#### Associate Degree in Business Management

2010 - 2013

Springfield Community College

### Certifications

- Certified Food Safety Manager (CFSM), - 2021
- Leadership Training Program Completion, Chick-fil-A, 2020

### Skills

Team Leadership

Customer Service Excellence

Inventory Management

Sales and Marketing

Conflict Resolution

Budget Management

Operational Efficiency

### Awards

"Manager of the Quarter" Award, Chick-fil-A (Q1 2024)

Employee Satisfaction Improvement Award, Chick-fil-A (2022)