

AMBER SANTOS

Fine Dining Restaurant General Manager

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San Francisco, CA



PROFESSIONAL SUMMARY

Accomplished Fine Dining Restaurant General Manager with over 9 years of experience in high-end establishments. Adept at delivering an unparalleled dining experience and driving operational excellence.

EDUCATION

2007 - 2011

Bachelor of Arts in Culinary Arts

The Culinary Institute of America

SKILLS

- Fine Dining Service Standards Expert
- Event Planning and Coordination Expert
- Financial Oversight Expert
- Team Leadership Expert
- Wine and Beverage Management Expert
- High-End Guest Relations Expert

COURSES

Advanced Sommelier Certification

2023

Certified Professional in Catering and Events (CPCE)

2021

AWARDS

- Michelin Star Award, Quince (2021)
- Best Service Excellence Award, Per Se (2018)

EXPERIENCE

2020 - Now

General Manager

Quince / San Francisco, CA

- Direct operations in a Michelin-starred restaurant, maintaining a high level of service and quality.
- Increase annual revenue by 18% through strategic marketing and a refined wine program.
- Lead a team of 50+ staff members, ensuring adherence to the restaurant's high standards and protocols.
- Develop and execute exclusive events and private dining experiences.

2015 - 2020

Restaurant Manager

Per Se / New York, NY

- Supervised daily activities, including front-of-house operations and guest relations.
- Enhanced guest satisfaction scores by 22% through personalized service and attention to detail.
- Coordinated special events and private dining experiences, contributing to a 25% boost in revenue.

PUBLICATIONS

Featured in "Gourmet Magazine" for Best Fine Dining Experiences, 2023

Contributor, "Culinary Arts Journal," Articles on Fine Dining Trends, 2019 - Present