



# Training Restaurant Manager

## Verdie Fite

### Professional summary

Dedicated and results-driven Training Restaurant Manager with experience in staff development, operational efficiency, and delivering exceptional dining experiences. Passionate about fostering a positive work culture through effective training programs and leadership strategies.

### Experience

#### Training Restaurant Manager

April 2020 - December 2024

Easton Grille & Bar / United States, Chambersburg, PA

- Developed and implemented comprehensive training programs for new hires.
- Conducted regular workshops to enhance team skills in customer service, food handling, and sales techniques.
- Streamlined scheduling processes, ensuring optimal staffing levels during peak and off-peak hours.
- Oversaw restaurant operations, maintaining consistent adherence to company standards and health regulations.

#### Assistant Manager

June 2017 - March 2020

Harvest House Bistro / United States, Shippensburg, PA

- Assisted in training staff on company policies, customer interaction protocols, and safety procedures.
- Designed mentorship programs for employees aspiring to move into leadership roles, resulting in a 25% promotion rate within the team.
- Monitored staff performance and provided constructive feedback during routine evaluations to promote professional growth.

#### Shift Leader

August 2015 - May 2017

Golden Fork Café / United States, Chambersburg, PA

- Trained new team members on efficient table service, menu knowledge, and upselling techniques, increasing average ticket sales by 15%.
- Coordinated with kitchen staff to ensure timely food preparation and delivery during busy shifts.

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United States, Chambersburg, PA

### Education

#### Bachelor's Degree in Hospitality Management

2011 - 2015

Shippensburg University of Pennsylvania

United States

### Certifications

- **ServSafe Food Protection Manager Certification** – National Restaurant Association, 2024
- **Certified Hospitality Trainer (CHT)** – American Hotel & Lodging Educational Institute, 2023
- **Leadership in Hospitality Certification** – National Restaurant Association, 2021

### Skills

Staff Training & Development ★★★★★

Leadership & Team Building ★★★★★

Restaurant Operations Management ★★★★★

Onboarding & Coaching Programs ★★★★★

Customer Service Excellence ★★★★★

Food Safety & Sanitation Compliance ★★★★★