




Jason Hernandez

Restaurant Food Service Manager

CONTACT

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 United States, Miami, FL

EDUCATION

Bachelor of Science in Hospitality Management

Florida International University,
Graduated: May 2012

Certifications

- **ServSafe Manager Certification** – National Restaurant Association (June 2023)
- **Food and Beverage Operations Management** – Coursera (March 2022)

PROFESSIONAL SUMMARY

Dynamic and results-driven Restaurant Food Service Manager with experience in managing front-of-house operations, increasing customer satisfaction, and driving profitability. Proven leadership in training and motivating diverse teams to deliver exceptional dining experiences.

EXPERIENCE

Restaurant Food Service Manager

2018 - Now

The Ocean Grill, Miami, FL

- Lead daily operations of a high-volume beachfront restaurant, serving over 500 patrons daily.
- Manage scheduling, staff training, and performance evaluations for a team of 30 employees.
- Oversee vendor relationships, supply chain management, and budget allocation for kitchen and dining operations.
- Implement customer feedback initiatives that boosted satisfaction ratings by 20%.
- Developed a seasonal menu promotion strategy that increased revenue by 15% annually.

Assistant Food Service Manager

2012 - 2017

Sunset Bistro, Miami, FL

- Supported the food service manager in scheduling, hiring, and staff development.
- Coordinated inventory management and vendor relations, reducing waste by 12%.
- Implemented new training protocols to improve service speed and order accuracy.

SKILLS

Staff recruitment, training, and development	★★★★★
Inventory control and supply chain management	★★★★★
Customer service and complaint resolution	★★★★★
Budgeting and financial analysis	★★★★★
Menu planning and sales forecasting	★★★★★