

Taylor McCaffrey

Restaurant Front of House Manager

CONTACT

(555) 123-4567

taylor.mccaffrey@gmail.com

United States, Los Angeles, CA

EDUCATION

Bachelor of Science in Hospitality Management

University of California, Graduated: May 2016

Certifications

- **ServSafe Food Protection Manager Certification, 2021**
- **Certified Hospitality Supervisor, - American Hotel & Lodging Educational Institute, 2019**

PROFESSIONAL SUMMARY

Dynamic and results-oriented Restaurant Front of House Manager with experience in delivering excellent customer service in fast-paced, high-volume environments. Proven expertise in managing teams, optimizing guest experiences, and maintaining operational efficiency.

EXPERIENCE

Restaurant Front of House Manager 2019 - Now Sunset Bistro, Los Angeles, CA

- Supervise daily restaurant operations, including front-of-house staff, ensuring optimal customer satisfaction.
- Train, coach, and develop a team of 15+ servers, hosts, and bartenders to achieve service excellence.
- Handle guest complaints professionally and efficiently, maintaining a high standard of customer satisfaction.
- Manage reservations and coordinate seating arrangements for large groups and special events.
- Oversee the opening and closing of the restaurant, ensuring all health and safety standards are met.

Assistant Front of House Manager 2016 - 2019 Oceanview Diner, Malibu, CA

- Assisted with overseeing front-of-house operations, focusing on guest service and smooth workflow.
- Supported team in delivering timely and quality service during peak hours.
- Managed inventory and placed orders for supplies to ensure the restaurant's seamless operation.

★ SKILLS

Guest Relations & Complaint Resolution	★★★★★
Staff Training and Development	★★★★★
Reservation and Event Coordination	★★★★★
Operational Efficiency	★★★★★
Inventory Management	★★★★★
Knowledge of POS Systems	★★★★★
Multitasking and Time Management	★★★★★