(555) 321-7890

michael.johnson@email.com

Seattle, WA

EDUCATION

Bachelor's Degree in Hospitality Management | 2012

Seattle Central College — Seattle, WA

Professional Affiliations

- Certified Food Service Professional (CFSP), National Restaurant Association (2023)
- Member, National Restaurant Association (since 2017)

SKILLS

- Restaurant operations
- Financial management
- Staff leadership
- Marketing strategy
- Customer satisfaction
- Hiring and onboarding
- Inventory control
- Health and safety compliance
- Conflict resolution
- Performance improvement

MICHAEL JOHNSON

MCDONALD'S GENERAL MANAGER

PROFESSIONAL SUMMARY

Results-driven McDonald's General Manager with leadership experience directing all facets of restaurant operations. Expert in team leadership, budget management, and driving revenue growth.

EXPERIENCE

August 2016 - Now

General Manager

McDonald's / Seattle, WA

- Manage all aspects of a high-volume restaurant generating $3 million+ in annual revenue, including staff recruitment, training, budgeting, and marketing initiatives.
- Develop and launch employee training programs focused on leadership development and customer service, increasing retention rates by 25% and improving service speed by 15%.
- Control monthly expenses and financial reporting, consistently reducing operational costs while maintaining quality and service standards.
- Executed targeted local marketing campaigns that increased customer visits by 12% and boosted brand awareness within the community.

2013 - 2016

Assistant General Manager

Burger Express / Seattle, WA

- Assisted the general manager in daily restaurant operations, including managing staff schedules, handling customer complaints, and monitoring inventory levels to ensure smooth service.
- Coordinated supplier communications to streamline deliveries and minimize stock shortages, which improved inventory turnover by 20%.
- Facilitated team-building activities and coaching sessions to develop leadership skills among mid-level managers, contributing to improved team performance.
- Ensured strict compliance with health and safety standards, resulting in flawless inspection records for four consecutive years.