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## JENNIFER ALLEN

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### MANAGEMENT PROFILE

Ten years of experience in the food and beverage industry, including 7 years in management. Consistent record of producing outstanding business results. **Strengths and expertise include the following:**

- Creative problem-solving and skillful decision-making used to achieve operating goals in a high-energy, deadline-driven environment
- Proven ability to build, train, motivate and lead teams that meet or exceed expectations
- Effective vendor negotiation and relationship management skills
- Commitment to generating repeat and referral business through outstanding customer service
- Extensive knowledge of state-mandated rules and regulations governing restaurant operations

### ACCOMPLISHMENT HIGHLIGHTS

- Won the 2007 Edwards Corporation National Continuous Improvement Award for transforming an under-performing location into a top-earning restaurant.
- Consistently achieved target numbers and earned commendation from the corporate office for performance as acting Food & Beverage Director.
- Improved staff performance by creating a comprehensive evaluation progress-report system for the entire facility, from line staff to general manager.
- Upgraded staff quality and performance by developing and executing a customized training program.
- Retained staff and met critical goals during challenging economic conditions that severely impacted overall business volume.

### FOOD AND BEVERAGE INDUSTRY EXPERIENCE

#### Edwards Corporation

, 2005 - 2009

#### *General Manager, Ocean View Café (2006–2009)*

Held overall accountability for all operations, including financial objectives, personnel management, customer service and product quality. Managed 40–50 staff, including assistant general manager, executive chef, floor managers and banquet manager. Collaborated with senior management team to develop annual budgets and controlled expenses to meet strict budget targets. Created and implemented annual and quarterly marketing plans.

- Improved performance against budget from 80% (\$750,000) to consistently above budget (\$2.5 million in 2008).
- Raised secret-shopper audit results from an initial 75%–80% to 90%–93%; met or exceeded the minimum target of 90% every quarter.
- Increased the average check amount \$1.50 per person over a 3-year period.
- Prepared weekly P&L reports and provided forecasts to the controller and director of operations regarding progress toward budget goals.
- Initiated weekly manager meetings to review P&L controllable expense status.

#### *Assistant General Manager, DiJulio's (2005–2006)*

Managed 75 front-of-house staff at this \$9 million restaurant location, with additional, indirect responsibility for 75 back-of-house employees. Trained and supervised the management team.

- Improved customer satisfaction by re-staffing the front of house with upscale employees.
- Analyzed secret-shopper audit results and retrained staff to raise their scores to 90% or higher.
- Assisted the general manager with creation and implementation of all marketing plans.
- Organized and managed monthly Employee Action Committee meetings. Prepared action plans that delegated specific tasks to management team members for follow-up.
- Minimized customer wait-time by mastering the point-of-sale (POS) system and assisting staff in resolving POS issues.
- Partnered with the general manager on quarterly updates of management Flexible Job Profiles.

***Food & Beverage (F&B) Manager, Eduardos Bistro***, San Francisco, CA, 2003 - 2005

Managed and coached a staff of up to 50 employees, including a banquet manager and supervisors, at this golf course food-service facility. Monitored and controlled labor and food costs and negotiated favorable prices from vendors to support profitable operations. Recruited to join the organization as café manager and later earned promotion to F&B manager.

- Organized and directed arrangements for banquets with up to 150 guests, ensuring efficient setup, accurate post-event billing, and allocation of gratuities to staff.
- Managed all ordering and all vendor interactions except those handled by kitchen staff.
- Developed and implemented systems to provide structure for the facility's operations.
- Established a centralized resource book for managers, combining employee schedule requests, disciplinary actions and other essential information.
- Interacted with the golf course management organization to prioritize, discuss and resolve issues.

***Manager, Munros Restaurant & Bar***, San Francisco, CA, 2001 - 2003

Managed three departments, with responsibility for more than \$30,000 in cash on a daily basis. Major areas of accountability included staffing and vendor management.

- Maintained quality service and cost-effective operations during a period of extensive management change and challenging business conditions.
- Promoted after first year from initial bartender/trainer position.

**EDUCATION**

**Bachelor of Science**, Indiana University of Pennsylvania

**COMPUTER SKILLS**

Restaurant POS Systems: Aloha, Squirrel, Micros  
Microsoft Word & Excel