
Erica R. Dunn

Restaurant Manager

1787 SW Fair Ave.

Chehalis, WA 98532

(360) 304-1958

Erdesd14@Gmail.Com

SKILLS

- Service- orientated
- Dynamic, friendly hostess
- Natural leader
- Strong work ethic
- POS systems operations
- Trained in performance & wage reviews
- Marketing and advertising
- Inventory control & record keeping
- Staff scheduling
- Passion for customer service
- Proven cost-control expert
- Conflict resolution techniques
- Results-orientated

EXPERIENCE

Texas Roadhouse, Kennewick, WA SERVER/LINE DANCER 10/2013 - 05/2016

- Organized special events in the restaurant.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Greeted guests within 60 seconds of being sat.
- Suggestive selling and upselling.
- Food and beverage orders and inputting them into the POS terminal.
- Line dancing every 30 minutes for the customers entertainment.
- expediting food and beverages.
- Cash and card handling.

Shari's Restaurant, Spokane, WA ASSISTANT MANAGER 07/2010 - 08/2013

- Overview front of house personnel to maintain adequate staffing and minimize overtime.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Developed, implemented & managed business plans to promote profitable food and beverage sales.
- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Conducted timely performance evaluations for all front of house staff.
- Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and terminations.
- Promoted the business through participation in and sponsorship of community events.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.

- *Created fun team building activities to engage staff in up-selling to meet revenue targets.*
- *Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.*

Samurai Sam's, Spokane, WA ASSISTANT MANAGER 09/2006 - 03/2010

- *Carefully interviewed, selected, trained and supervised staff.*
- *Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.*
- *Organized special events in the restaurant, including receptions, promotions and corporate luncheons.*
- *Carefully developed a lucrative annual food and beverage marketing plan and strict budget to maximize profits.*
- *Correctly calculated inventory and ordered appropriate supplies.*
- *Actively participated in ongoing customer service programs to build sales and rapport in the community.*
- *Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.*
- *Led and directed team members on effective methods, operations and procedures.*
- *Prepared for executed new menu implementations.*
- *Oversaw front of house personnel to maintain adequate staffing and minimize overtime.*

ADDITIONAL INFORMATION

- *Excellent customer service skills*
- *Able to work on a rotating shift*
- *Excellent communication skills*