**[Customer Service Manager](https://www.postjobfree.com/resume/ad1pln/customer-service-manager-richmond-va)**

**Location:**Richmond, VA

**Posted:**December 05, 2023

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**Resume:**

Sarah L. Wright

Sarabeara1970@gmail.com / 571-330-8216 / Richmond, Va.

SUMMARY

Restaurant Manager with over twenty years of experience managing high-quality and fast-paced upscale restaurants. Ability to train associates to the highest standards of customer service, ensuring increased Guest satisfaction, reduced staff turnover rates, and continued rise in sales through suggestive selling techniques. Looking to use my strong leadership skills and proven track record to assist Team in achieving new levels of profitability and efficiency.

SKILL SET

POS system \* Problem solving

Scheduling and Forecasting \* Community Based Marketing

Inventory and cost analysis \* Team Leadership

PERSONAL EXPERIENCE

May 2022 – Present / Flemings Prime Steakhouse & Wine Bar, Richmond, VA

Service Manager

Proven developer of people: maintain accountability for training and continuous development of team members which includes continuous coaching, mentoring and appropriate performance management.

Conduct bi –weekly inventories to ensure profitable PnL

Take ownership in the profitability of the restaurant through managing controllable costs, i.e. labor, turnover, food and beverage costs and Guest relations

Demonstrate passion for culinary excellence, wine and spirit knowledge and Guest service through weekly workshops, one-on-ones and wine classes

Demonstrate proven usage of cost effective labor plans through implementation of balanced staffing levels and strong forecasting methods

October 2017 – April 2022 / O’Charley’s, Richmond, VA

Service Manager & Floating Senior Manager

Oversaw weekly marketing in order to promote the restaurant, increase sales and drive customer loyalty

Oversee training, cross training and certified trainer development of all FOH team members: consistently ranked in top three of region in relation to low turnover rates and level of certified trainers

Monitor and control food cost through completion of daily quality inspections, weekly inventories, correct invoicing and strict adherence to recipe specs and food safety guidelines

Construct weekly schedules for both FOH and BOH associates

Maintained Guest satisfaction by monitoring, evaluating and auditing food and beverage service offerings: Consistently led the region in check average, beverage percentage and secret shopper scores

Utilized as a floating manager in stores that were not performing up to standard in relation to cross –training, secret shopper program, check averages/beverage percentage and overall operation of unit

Recognized as a training store in 2018

June 2013 – September 2017 / Champps Americana, Richmond, VA

Bar Manager / Senior FOH Manager

Demonstrated ability to drive profitable sales of $68,000 through continuous staff training and promotional ventures with various vendors

Recognized in top three of region regarding bar cost: consistently maintained a bar cost of 20% or below as a result of salesmanship, product knowledge and recipe adherence

NBC restaurant Hall of Fame as a result of focusing on Team purpose, strong communication skills and upholding of operational standards

Conducted weekly training classes, ServSafe Certifications and new hire Orientations for both hourly and management associates maintaining 100% compliance at all times

Head of Safety Committee maintaining an average audit score of 95% each quarter

January 2005 – June 2008 / Steak & Ale, Richmond, VA.

General Manager

November 2003 – January 2005 / Steak & Ale, Richmond, VA

Bar Manager

Established business plan by surveying restaurant demand; conferring with surrounding members of community; identifying and evaluating competition and preparing marketing and sales projections resulting in an average monthly increase of 3%

Increased monthly event/catering increase by $10,000 as a result of developing and implementing a concierge program with local hotels and businesses

Control profit and loss by following cash control procedures, maintaining solid inventory practices, managing labor through strong forecasting measures, reviewing financial records and holding all associates responsible for one’s actions as it related to Standard Operating Procedures

Work closely with management Team to ensure all areas of delegation completed in a timely fashion and to ensure individual development creating a positive impact on organizational growth and success

Proven record in maintaining food and labor costs through solid forecasting practices and consistent adherence to recipe specs and operating within set budgets

Volunteer Experience

CASA (Court Appointed Special Advocate)