# JULIAN MERCER

**RESTAURANT MANAGER**

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

## PROFESSIONAL SUMMARY

Restaurant Manager with 8+ years running high-volume casual-dining and fast-casual locations. Leads teams of 50+, controls food and labour costs, and protects food safety while building a service culture that lifts guest ratings, sales, and staff retention.

## PROFESSIONAL EXPERIENCE

**Restaurant General Manager** Mar 2023 - Present
**Darden Restaurants (Olive Garden), Orlando, FL**

- Lead a restaurant with 68 team members and $4.6M annual sales, owning guest experience, costs, safety, and team development.
- Cut food cost 1.2 points by tightening ordering pars, portion checks, and waste tracking with the kitchen leadership.
- Held labour at 29% of sales by building schedules around reservations, weather, and local events, with no loss in service speed.
- Raised guest satisfaction from 4.2 to 4.5 stars by retraining servers on pacing and adding table-check standards for managers.
- Reduced hourly turnover from 82% to 63% through better onboarding, flexible scheduling, and a clear path to trainer roles.

**Assistant Manager** Sep 2021 - Feb 2023

- Ran dinner shifts for a 68-person restaurant, coordinating servers, bar, and kitchen to keep ticket times under target during weekend rushes and holiday peaks.
- Earned top marks on health inspections and internal food-safety audits across three consecutive review cycles.
- Scheduled and trained 20 hourly team members on line standards and guest greeting, improving service speed during the Friday and Saturday rush.
- Managed ordering and inventory counts for the kitchen, keeping variances inside company limits every month and reducing waste from over-ordering.

**Assistant Manager** Jul 2020 - Aug 2021
**Chipotle Mexican Grill, Tampa, FL**

- Ran lunch and dinner shifts for a high-volume restaurant, directing the line, front counter, and digital order handoff.
- Improved digital-order accuracy to 98% by adding a dedicated handoff station and a short pre-rush checklist.
- Developed seven crew members into shift leaders through weekly coaching and task ownership in line and prep, reducing the need for manager coverage on busy shifts.

**Shift Supervisor** Aug 2018 - Jun 2020
**Darden Restaurants (The Capital Grille), Tampa, FL**

- Supervised dining-room service for a fine-dining steakhouse, coordinating servers, hosts, and kitchen timing.
- Led pre-shift briefings on menus, allergens, and wine pairings, improving server product knowledge and check averages 6% across the dining room.
- Handled guest concerns directly and documented service recovery, helping turn complaints into repeat reservations.

## CORE SKILLS

Restaurant operations | P&L management | Food cost control | Labour scheduling | Food safety | Guest experience | Team coaching | Inventory management | Menu knowledge | Cash handling | Scheduling and forecasting | Vendor ordering | Hiring and onboarding | Conflict resolution

## EDUCATION

**B.S. in Hospitality and Tourism Management**, University of Central Florida, Orlando, FL

## CERTIFICATIONS

ServSafe Manager Certification | ServSafe Alcohol Certification