

Emily Chen

Food Service Business Owner

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Summary

Results-driven Food Service Business Owner with 8 years of experience in managing and operating successful restaurants, cafes, and food trucks. Proven track record of increasing revenue by 25% through effective menu engineering, staff training, and customer satisfaction initiatives. Skilled in food safety, inventory management, and team leadership.

Experience

Restaurant Owner

Jan 2018 - Present

Tasty Bites

New York, USA

Own and operate a successful restaurant with a team of 20 staff members, serving over 500 customers daily. Responsibilities include menu planning, inventory management, staff training, and customer satisfaction initiatives.

- Increased revenue by 25% through effective menu engineering and pricing strategies
- Implemented a customer satisfaction program, resulting in a 30% increase in positive reviews
- Trained and developed a team of 20 staff members, resulting in a 25% increase in employee retention
- Maintained a 99% food safety rating through rigorous quality control measures

Cafe Manager

Jun 2015 - Dec 2017

The Daily Grind

Los Angeles, USA

Managed a team of 10 staff members, responsible for customer service, inventory management, and staff training. Implemented a loyalty program, resulting in a 20% increase in repeat customers.

- Increased customer loyalty by 20% through the implementation of a rewards program
- Improved inventory management, resulting in a 15% reduction in waste and a 10% increase in profit margins
- Trained and developed a team of 10 staff members, resulting in a 20% increase in employee retention
- Maintained a 95% customer satisfaction rating through effective customer service initiatives

Education

Associate's Degree

2010 - 2012

Culinary Institute of America

Hyde Park, USA

Culinary Arts

3.5

Bachelor's Degree

2012 - 2014

University of California, Los Angeles

Los Angeles, USA

Business Administration

3.2

Skills

- Menu Planning
- Inventory Management
- Staff Training
- Customer Service
- Food Safety
- Marketing
- Financial Management
- Leadership
- Team Management
- Time Management
- Communication
- Problem-Solving

Languages

English	Native
Spanish	Fluent

Hobbies

- Cooking
- Traveling
- Food Blogging

Certificates

- Food Safety Certification
2015
- National Restaurant Association
Certified in food safety protocols and procedures
- Restaurant Management Certification
2018
- National Restaurant Association
Certified in restaurant management and operations

Awards

- Best Restaurant in Town 2019

Local Food Critic Association

Awarded for outstanding cuisine and customer service

Entrepreneur of the Year

2020

Small Business Association

Awarded for outstanding entrepreneurship and business leadership

References

John Doe

Restaurant Consultant

Mentor johndoe@email.com

Jane Smith, Food Critic

Colleague janesmith@email.com