

Cheryl Kelley

RGM

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I want to be part of a leadership team that appreciates my Christian values, just as much as the skills, experience, energy, and passion and integrity that I will bring to their organization.

Over twenty (32) years of store level and multi-unit leadership experience.

- ✓ Results Oriented
- ✓ Accepts Responsibility
- ✓ Strong P/L Analysis Skills
- ✓ Consistent development and training track record

Authorized to work in the US for any employer

Work Experience

General Manager

Krystal's - Knoxville, TN

June 2020 to Present

- Identifying a team with high potential and developing them into leaders
- Achieving and maintaining world class operations which includes a successful and well-developed crew and staff, pristine restaurants that serve excellent food, and strong financials
- Maintaining and driving high standards and expectations around food quality, customer service, food safety, and store cleanliness by empowering teams in every restaurant he/she is responsible for
- Having a clear understanding of and the ability to perform every job in the restaurant
- Being held accountable for all aspects of their restaurants' performance and serving as ultimate decision-maker for their restaurants
- Engaging in clear, consistent communications with field leadership and restaurant staff on a frequent basis
- Demonstrating respect for individual employees and showing appreciation for their efforts and contributions
- Building an effective team of employees through, training and development; supplying meaningful and timely performance feedback
- Ensuring the compliance of corporate policies and procedures

General Manager

Fowler Foods KFC - Knoxville, TN

March 2017 to November 2019

I am an RGM with several years experience, I have been to several seminars and I am also safe certified. Oversees staff of 20 and 3 managers. I am a Team player. Manages and directs the performance of a profitable restaurant. Inventory, Schedules.

Unit Director

Bojangles

2015 to March 2017

Manages and directs the performance of a newly open and profitable Bojangles restaurant. Oversees a staff of over 20 employees and 6 managers. The unit I run is a prototype unit to showcase a minimum square footage design for our franchise community. As a result, I have hosted numerous new and existing franchisees to share the advantages of this type of design.

General Manager

Sonic Drive-In

2012 to 2015

Sonic Drive-in Manages and directs the performance of a Sonic Drive-in with over 1.5million in sales. Oversees a staff of over 20 employees and 3 managers. This store was an underperforming store when I took it over and I moved it off of the underperforming list and into a profitable situation.

Cafeteria Manager

Knox County Schools

1996 to 2012

As the cafeteria manager I reported to the director, food service and was responsible for compliance with policies and procedures, current federal, state and local standards, guidelines and regulations governing, as may be directed by the director, food service, to assure that quality nutritional services are provided on a daily basis.

Education

Diploma

East Carter High School

1985

Skills

- training (5 years)
- Strategic Planning (5 years)
- Word (10+ years)
- budget (5 years)
- retail sales
- Marketing (5 years)
- Powerpoint (5 years)
- Food Safety (10+ years)
- Food Service (10+ years)
- Labor Cost Analysis (10+ years)
- Management (10+ years)
- Profit & Loss (10+ years)
- Restaurant Management (10+ years)

- Budgeting (10+ years)
- Forecasting
- Kitchen Management Experience
- Pricing
- POS
- Recruiting
- Leadership
- Human Resources
- Catering
- Menu Planning
- Payroll
- Culinary Experience
- Cooking
- Food Preparation
- Merchandising
- Office Management
- Purchasing
- Restaurant Experience
- Sales Management
- Banquet Experience
- Operations Management
- Supervising Experience
- Driver's License
- Filing (10+ years)
- Planograms (3 years)
- Merchandising (3 years)
- Events Management
- Event Planning
- Typing

Certifications and Licenses

ServSafe

Assessments

Restaurant Manager — Proficient

December 2019

Managing restaurant staff and meeting customer expectations.

Full results: [Proficient](#)

Work Style: Reliability — Familiar

November 2019

Tendency to be dependable and come to work

Full results: [Familiar](#)

Problem Solving — Completed

December 2019

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Completed](#)

Work Style: Conscientiousness — Completed

March 2020

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.