

Dereck Shrader

Restaurant General Manager

Address Scottsdale , 85260 Arizona

Phone +358469235741

E-mail dereck_shrader@outlook.com

LinkedIn [linkedin.com/in/dereckshrader](https://www.linkedin.com/in/dereckshrader)

WWW [linkedin.com/in/dereckshrader](https://www.linkedin.com/in/dereckshrader)

Highly passionate individual with 18+years of experience leading successful teams in the food and beverage industry. Intense focus on maximizing the team member experience, creating memorable moments for guests, and exceeding financial expectations.

Skills

Team Building
Leadership
Talent Development
Business Acumen
Elite Guest Service

Work History

2019-08 - Current

Restaurant General Manager

Stefan's Steakhouse , Helsinki

- Responsible for leading team of 5 managers and 11 team members in both dining room and kitchen
- Built and developed high performing, diverse team from 9 different countries through talent acquisition, networking, and continuous training
- Boosted average spend per guest by 20% by adjusting team deployment, goal setting, and product training
- Attained top 5% company wide for Well Being survey every year since 2019
- Achieved record profit increase of over 40% and sales increase of over 30% from 2019-2023
- Increased guest experience NPS scores 20% over previous year by empowering the team, refining steps of service, and talent development

2018-08 - 2019-08

Restaurant General Manager

Ravintola Olo (Michelin Star) And Garden By Olo , Helsinki, Finland

- Led team in 1 of 7 Michelin starred restaurants in Finland
- Responsible for both Restaurant Olo and Garden by Olo, 3 Headwaiters, and 4 full time waiters
- Effectively managed labor resources to ensure exceeding quality and financial goals, including creating labor budgets and utilizing third party resources
- Collaborated with Creative Director and Executive Chef to create efficient processes for communicating menu information and strategies to dining room team
- Actively participated and managed shifts to exceed guest experience standards, maximize revenue, and lead employee experience

- Analyzed existing service processes and fine tuned to create more efficiency leading to higher profitability and better team member experience

2015-06 - 2016-07

Store Manager

Starbucks, Paradise Valley, AZ

- Managed store staffing levels for \$2+ million reserve cafe location, including developing and training 3 new shift supervisors and 10 new baristas for the district
- Improved food category management systems, active selling tools, and merchandising leading to increase of 10% in food sales versus the previous year
- Achieved 8% sales growth over the previous year by building, staffing levels to 120% of goal, improving transaction counts by 10%, and building average ticket sale through suggestive selling and sampling
- Built online reputation scores on social media sites through staff commitment to exceeding guest expectations, making the moment right, and reaching out to guests via digital platforms when appropriate.

2008-07 - 2015-05

Owner/Managing Partner

Bamboo Club Asian Bistro, Scottsdale, AZ

- Managed all facets of \$3 million+ full service upscale Asian bistro including menu development, marketing, and contract negotiations
- Carefully interviewed, selected, trained and led team of 40, including 2 managers, 25 service staff, and 13 kitchen staff.
- Organized catering events in restaurant and off premise, including wedding receptions, promotions and corporate dining events
- Developed lucrative annual food and beverage marketing plan with strict budget to maximize profits

2005-10 - 2008-07

Regional Manager

Main Street Restaurant Group, Las Vegas NV

- Responsible for 7 TGIFridays locations located in California and Nevada accounting for over \$30 million in annual revenue
- Part of opening team for first TGIFridays located in a resort casino resulting in \$8 million in annual revenue
- Hired, trained, and developed team of 5 new GM's in the first year
- Created first ever peer nominated recognition program for assistant managers

Education

1993-09 - 1998-05

Bachelor of Science: Economics

Arizona State University - Tempe, Az

Military Service

Petty Officer 3rd Class, USS Wichita (AOR-1) 1989-1993
Honorable Discharge