

HERMAN MARSHALL III

PROFESSIONAL SUMMARY

- Successful Restaurant Manager with over 12 years of experience providing exceptional leadership and developing strong teams. Skilled in managing front and back-of-house operations and quickly solving problems. Exhibits passion for food and restaurant operations to achieve consistent revenue and profitability.

WORK EXPERIENCE

Swift Transportation, Greer, SC, Oct 2022 - Apr 2024

Truck Driver

- Transported items to destinations within schedule guidelines to satisfy customers' needs.
- Drove trucks to posted inspection and weigh stations to check weigh-in requirements' compliance.
- Kept delivery and transaction records and placed customer purchase orders in POS system.
- Completed deliveries within specified timeframes for assigned tasks.
- Reported problematic and malfunctioning machinery to management for repair.
- Used equipment to load, unload and verify long-distance freight.
- Worked with facility crew to smoothly maneuver vehicles into loading zones.

Cheddars Scratch Kitchen, Fayetteville, NC, Jul 2018 - Aug 2022

Restaurant Manager

- Recruited, interviewed, hired and trained staff to company service-oriented values.
- Scheduled front and back-of-house staff strategically to deliver customer service levels for fluctuating demand.
- Delivered store sales and financial objectives, improved restaurant operations and service quality.
- Acknowledged exceptional staff performance to increase employee morale and reduce turnover.
- Role modeled company core values and culture to inspire dedicated team of restaurant staff.
- Performed restaurant walk-throughs to observe standards in practice.
- Led pre-shift meetings to review specials, menu changes and house counts.
- Oversaw restaurant maintenance, cleaning and sanitation for welcoming dining space.
- Followed cash control and security procedures when implementing profit and loss strategies.
- Evaluated staff performance, setting individual goals and providing detailed feedback.
- Interviewed job applicants, processed new hire paperwork and provided on-the-job training.
- Arranged deliveries and liaised with vendors to obtain favorable pricing and timelines.
- Supervised food service workers to keep kitchen moving and provide

CONTACT

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SKILLS

- FRONT OF HOUSE OPERATIONS
- RESTAURANT PROMOTION MANAGEMENT
- SCHEDULE COORDINATION
- CUSTOMER RELATIONSHIP-BUILDING
- KITCHEN OVERSIGHT
- TRAINING AND DEVELOPMENT
- CUSTOMER SERVICE
- CONTROL INVENTORY COSTS
- HIRING AND TRAINING
- QUALITY CONTROL

quality service.

- Created food service personnel work schedules, keeping shifts properly staffed.

Rucker Johns Restaurant, Winterville, NC, Nov 2007 - Jul 2018

General Manager

- Monitored team member performance, conducting evaluations and recommending promotions.
- Consulted with human resources regarding personnel questions and staffing needs.
- Built high-performing teams and worked collaboratively to drive change initiatives within organization.
- Oversaw talent recruitment, onboarding and training.
- Established customer relationships to generate more business, maintain store profitability and expand brand loyalty.
- Worked with finance team to manage and streamline accounts payable, accounts receivable and payroll processes.
- Verified compliance with guidelines for safety, loss prevention and cash-handling procedures.
- Reinforced training and upheld company-wide service and brand quality standards.
- Addressed customer service issues with detailed and timely responses to escalated complaints.
- Oversaw daily operations with practiced eye, focusing on efficiency, team collaboration and process improvements.
- Increased employee job satisfaction with hands-on, motivational approach.
- Reviewed monthly Profit and Loss (P&L) statements to identify areas in need of improvement.
- Managed daily operations and monitored activities to guarantee compliance with SOPs and safety regulations.
- Resolved problems, provided open communication and recommended discipline and terminations.
- Analyzed and optimized sales, marketing and promotional strategies using industry expertise.

EDUCATION

Associate of Arts

Business

Charles Stewart Mott Community College, Flint, MI

ADDITIONAL INFORMATION

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Company Name, Location - Job Title Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean ac interdum nisi. Sed in consequat mi. Sed pulvinar lacinia felis eu finibus.