

Jocelyn Weatherbee

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Objective

Looking for a Restaurant General Manager Position, utilizing 10+ years managerial experience, as well as extensive working knowledge of hospitality operations to effectively contribute to the progression and development of the restaurant and its team.

Education

Food and Beverage Management

Vancouver Community College | Vancouver, British Columbia

Human Resources Management Athabasca University | Edmonton, Alberta

Key Contributions

- Developing team members to greatness through mentorship, training and constant feedback
- Maintained an 98% average in all internal audits and external food safe audits
- Local health inspector would bring her students to my locations as a learning experience
- Designed, created and implemented a comprehensive training program for all front-end staff, with the aim of developing stronger customer service skills, driving sales and bettering employee experiences
- Corrected many restaurant deficiencies in regard to safety and cleanliness, resulting in an Ecolab Audit score of 9, bringing it down from +40

Skills

- Ability to prioritize
- Customer Service & Relations
- Strong Financial Skills
- Conflict Management
- Training & Development
- Organized
- Experience in monitoring the operations of the venue
- Polite and well-spoken with a generous and professional outlook towards all customers
- Exceptional working knowledge of the responsibilities of front of the house operations
- Ability to manage and co-ordinate the front of the house team to ensure on-time requirements at all times
- Efficient time management skills, hardworking, punctual
- Proven ability to coach, mentor and drive constant success from a team
- Ability to communicate effectively at all levels

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Experience

Quality Management Specialist

Steritech | Edmonton, Alberta

Current Employer

My main responsibilities as a QMS are the food safety audits of food and beverage establishments, from grocery stores, to full-service restaurants to fast food establishments. We work closely with management and teams at these locations ensuring that they have the training and knowledge to achieve the highest standards of food safety.

General Manager

Nando's | Edmonton, Alberta

2018-2020

With a team of 21, my main responsibilities were the day to day operations of the business, including hiring, training and development, human resources functions, timely and effective feedback, scheduling as well as all marketing functions of the restaurant. I opened this location and worked to build it from the bottom up.

Service Manager / Culinary Manager

Olive Garden | Edmonton, Alberta

2017-2018

With a team of over 100+, my main responsibilities were front of the house operations, including hiring, human resources functions, scheduling the largest department in the restaurant as well as the daily operations of the business. While on shift I was responsible for coaching and mentoring my team to greatness while upholding the standards of the restaurant to ensure 100% guest satisfaction.

Training & Development/Special Projects/Health & Safety

RTA Holdings Ltd. | Edmonton, Alberta

2006-2017

Volunteer Work

Girl Guides of Canada

Brownie and Guide Leader | Edmonton, Alberta

You Can Youth Services

Various Assistance | Edmonton, Alberta

Cheer Trackers Society

Secretary of Parent Council | Edmonton, Alberta

Salvation Army

Cashier, Stocker, Paperwork Assistance | Edmonton, Alberta