**THEODORE C. WALL**

13345 Spruce Run Drive, Ste. 103, North Royalton, Ohio 44133

Cell Phone: (216) 633-3634 – Email: theodorecwall@icloud.com

PROFESSIONAL SUMMARY

I am a stellar personality who is looking to bring a positive attitude, outstanding record of service and willingness to work hard as the Assistant General Manager for your company, MGM Northfield Park - TAPS Sports Bar, located in Northfield, Ohio.

SKILLS

(01) Engaging Personality (02) Strategic Planning

(03) Clear, Effective Communication (04) Forecasting

(05) Multi-Unit Management (06) Knowledge of Payroll and Business Finances

(07) Effective Writing Skills (08) Advanced Knowledge of Microsoft Office

(09) Developing Revenue (10) Promoting Sales

WORK HISTORY

**02/2021 to Present General Manager**

 **T Fhad, Inc.** (DBA: Tony’s Family Restaurant) – Parma, Ohio

1. Assisted Owner with H.R., Payroll, Company Handbook, Policy and Procedures
2. Engaged with Guests in Dining Room
3. On-Boarding, Training and Retention of Employees
4. Ensured Health and Safety Procedures, Brand Standards, Operations
5. Effectively Managed Controllable Costs (Labor/Product)

**01/2020 to 02/2021 Multi-Unit General Manager**

 **Anthraper Enterprises, Inc.** (DBA: IHOP)– Akron, Middleburg Heights & Streetsboro, Ohio

1. Multi-Unit General Management
2. Completed all Truck Ordering, Product Inventory
3. Ran 18% Controllable Cost (Product & Labor)
4. Efficiently Managed Multiple Staffs; Created Employee Schedules
5. Oversaw & managed Payroll, Human Resources Duties
6. Effectively protected IHOP Brand Standards & SOPs
7. Hired, Trained & Coached All Employees

**08/2016 to 1/2020** **Restaurant Manager**

 **Munch Anytime Restaurants, L.L.C.** (DBA: Denny’s)– Parma & Independence, Ohio

1. Skillfully promoted items on beverage and food lists and quarterly restaurant specials.
2. Displayed enthusiasm and knowledge about the restaurant's menu and products.
3. Routinely supported other areas of the restaurant as requested, including answering telephones and

completing financial transactions for other staff members.

1. Managed restaurant revenues, ensuring that all patrons were billed and all cash properly accounted for.
2. Completed all managerial tasks as assigned – ordering, scheduling, profit/loss statements, directing work

flow, coaching & training

**09/2012 to 12/2016 Owner & President**

 **Theodore Wall, L.LC.** (DBA: Wall Street Tavern) – Parma, Ohio

1. Successfully owned and operated my own neighborhood bar and restaurant.
2. Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
3. Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.
4. Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
5. Responsible for coordination of up to 22 employees in restaurant with capacity of 160.
6. Managed and controlled all financial, purchasing, and day-to-day operations of the restaurant and bar including in-house human resources, payroll and accounting.

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EDUCATION/CERTIFICATION(S)

Current **Associate of Arts**: **Hospitality Management, Human Resources**

**Cuyahoga Community College** – Parma, Ohio

2009 **High School Diploma**

**Normandy High School** – Parma, Ohio

Expires: 2025 ServSafe Certified – Food Protection Manager

PROFESSIONAL REFERENCES

Tony Fahd Former Employer/Owner Tel. Ph.: (216) 952-5969

Robert Harrison Former District Manager Tel. Ph.: (330) 515-1407

Daniel Smith Former Supervisor/Manager Tel. Ph.: (216) 413-2666

Michelle Carey Former Co-Manager Tel. Ph.: (216) 854-4982