

RICHARD SORRELL

Director of Operations

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PROFESSIONAL SUMMARY

Dynamic leader with over two decades of experience at On The Border and Loon Lake Lodge, excelling in revenue growth and employee development. Mastered budget development and performance analysis, driving significant business growth. Proven track record in implementing effective business strategies and fostering high-quality service, ensuring customer satisfaction and fiscal control.

SKILLS

- Budget Development and Execution
- Proficient in Growth of EBITDAR Year Over Year
- Development of Management Team for Career Advancement
- Inventory Tracking and Management
- KPI Tracking
- Certified Servsafe Proctor - Oversaw Restaurants with Highest Servesafe numbers company wide for over 5 years
- P&L - Proficient in Understanding and Development
- Recruitment, Onboarding and Retention of the Right Employees to Facilitate a Strong and Guest Satisfaction Driven Team - Lowest Employee turnover rate company wide.
- Performance Analysis
- In Charge of Several New Restaurant Openings
- Quality Assurance & Cleanliness - Maintained Highest scores company wide for over 5 years

EXPERIENCE

AREA DIRECTOR OF OPERATIONS — On The Border - Casual Dining

Irving, TX, August 2001 - February 2024

- Established operational performance metrics, standards and benchmarks for direct reports and employees to follow in providing high-quality service and customer satisfaction
- Oversaw day-to-day production activities in accordance with business objectives of multiple locations in 5 states
- Proctor for Servsafe
- Oversaw financial planning activities such as budgets, forecasts, and expense management for better fiscal control within organization
- Tailored Development plan for managers to advance their careers.
- Ensured compliance with safety regulations; developed policies related to health and safety protocols.
- Identified training needs for staff development programs; provided coaching, mentoring, and support as needed.
- Provided leadership, guidance, and direction to staff to ensure that organizational goals were met or exceeded.
- Evaluated current systems and practices; identified opportunities for process improvements.

- Managed multiple teams in various locations, ensuring successful completion of projects on time and within budget.
- Participated actively in meetings with senior leaders from other organizations; represented company interests effectively.
- Maintained excellent customer service standards by monitoring customer feedback and addressing complaints promptly.

GENERAL MANAGER — Loon Lake Lodge - Fine Dining

Indianapolis, IN, January 1997 - August 2001

- Drove year-over-year business growth while leading operations, strategic vision, and long-range planning
- Reported issues to higher management with great detail
- Implemented business strategies, increasing revenue, and effectively targeting new markets
- Managed budget development, forecasting, and financial reporting processes to track progress towards organizational objectives accurately.
- Provided coaching and mentoring support for employees at all levels of the organization.
- Coordinated staff training sessions to ensure compliance with company policies and procedures.
- Managed profit goals against budget and prior year, keeping controllable costs within budget.
- Created policies, procedures and guidelines for staff members' daily operations.

REFERENCES

Ed Jarvis — On The Border Restaurants

Vice President Of Operations • *Direct Report*

Phone Number(484) 942-6500

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Carmen Sciacotta — On The Border Restaurants

Regional Director Of Operations • *Colleague*

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Kittie Walleck — On The Border Restaurants

Director Of Marketing & Catering • *Colleague*

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Deb Lawton — On The Border Restaurants

Human Resource Manager • *Colleague*

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ACCOMPLISHMENTS

Achieved lowest turnover percentages through effectively hiring and training quality employees. Supervised team of 370+ staff members throughout 8 restaurants in 5 states. Achieved and maintained highest level of quality assurance and safety procedures.

ADDITIONAL INFORMATION

Currently in the process of relocating from Indiana to Florida. I have temporary housing in Miramar Beach Florida while I seek employment. Once employment is secured, I will relocate to company's desired area. I have full flexibility and financial ability to start immediately. I also have full ability to travel out of state whenever necessary.