

SHANNON MOORE

 (847)-502-4206 sjm73@att.net 816 Plantation, FL**HOSPITALITY AND RETAIL MANAGEMENT****Operations Management | Restaurant Management | Retail Management | Customer Satisfaction**

Versatile and results-oriented Hospitality and Retail Manager with over 15 years of solid experience in managing both hospitality and retail environments, including restaurants, cafes, bars, hospitals, and retail stores. Proven ability to enhance operations, increase sales, and improve customer satisfaction through effective team leadership and innovative operational improvements. Skilled in overseeing diverse food service operations, implementing quality assurance programs, and managing financial controls to align with strategic goals. Recent roles have emphasized retail and customer service management in healthcare settings, demonstrating strong competencies in staff training, cross-selling strategies, and optimizing staffing levels to boost efficiency and profitability. Committed to maintaining high standards in customer service and team management, ensuring every client interaction enhances brand loyalty and market presence.

CORE COMPETENCIES

Hospitality & Resource Management | Operations Management | Account Management | Strategic Planning & Tactical Execution
| Client Management | Project & Product Management | Hotel Management | Customer Satisfaction | Process Implementation |
F&B Management | Standard Opening Process | Budgeting & Forecasting | Communication Management

CAREER CHRONOLOGY**Retail Associate | Marshall's/ Homegoods (part-time)****Mar 2022 – Present**

- Improved stocking methods to enhance merchandise organization and placement efficiency in the beauty and housewares departments, ensuring consistent product availability.
- Identified and leveraged cross-selling opportunities, significantly increasing sales through strategic product recommendations and attractive displays.
- Provided exceptional customer service at the cashier, resolving inquiries promptly and offering personalized shopping advice to improve customer experience.
- Conducted onboarding sessions for new hires, focusing on cashier operations and department-specific skills, enhancing team adaptability and performance in a dynamic retail setting.

Retail and Customer Service Manager | Boca Raton Regional Hospital-**Jun 2023 – Present**

- Led comprehensive training programs for new employees on coffee standards and Starbucks products, ensuring compliance with licensed concepts and improving service quality.
- Managed daily operations across various food service stations including grill, hot line, and deli, boosting efficiency and customer satisfaction.
- Developed and implemented an effective scheduling system that optimized staffing levels across shifts, enhancing operational smoothness while maintaining service standards.
- Directed the hiring process for the retail sector, recruiting and successfully onboarding staff members who consistently exceeded performance benchmarks.
- Oversaw cashiering and deposit operations, implementing strict financial controls that minimized discrepancies and strengthened financial accountability.
- Spearheaded a team initiative to redesign service workflows, significantly improving customer throughput during peak hours and enhancing overall profitability.

Cashier/Barista/Grill Cook/ Catering Supervisor**Mar 2022 – Feb 2023****Compass-Starbucks, Lake Forest Hospital (Morrison Healthcare, and Starbucks), IL**

- Tasked with interacting with and engaging all customers, without excluding internal (hospital) staff.
- Accountable for managing the inflow and outflow of cash while recording and reporting transactions on a routine basis.
- Prepared tasty fast food (hamburgers, sandwiches, fried items. etc) and prepared coffee for customers and received positive feedback from customers.

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- Maintain and manage inventory for daily operations while restocking items on time before being exhausted.
- Introduce a smart working system that helped increase ROI and improve sales through careful operational methods.

General Manager | Canteen Coffee, Vernon Hills, IL

Oct 2019 – Mar 2022

- Spearheaded overall customer service initiatives and operations; created and maintained operational records such as inventory, profits & losses, and personnel reports.
- Aided the canteen in cutting costs by portioning food, purchasing in bulk, managing inventory, and reducing food wastage.
- Hired, trained, and oversaw staff to ensure seamless operations while leading the existing operations team for timely food preparation of pastries and sandwiches.
- Managed all financial facets of the company, including P&L, payroll management, and asset control in adherence to pre-set procedures.

Retail Manager | Sodexo, Glen Ellyn, IL

Sep 2018 – Mar 2019

- Superintended over a team of 40 employees to efficiently manage food operations while equally training staff and scheduling to assure full coverage.
- Collaborated closely with several notable members including Chick-Fil-a, Subway, Starbucks, Einstein Bagels, and Jazzman's Coffee.
- Mounted strategies peculiar to the brand which led to the achievement of \$1.5 million in sales through continuous business growth.

Assistant Manager | Panera Bread, Lake Bluff, IL

Sep 2016 – Jun 2018

- Organized all closing-related activities and led a team of close to 30 associates.
- Aligned the organization for growth by establishing multiple productivity-enhancing initiatives to upskill the existing workforce.
- Provided feedback while ensuring compliance with operational standards
- Determined inventory level by anticipating customer demands and replacing replenished items.
- Reconciled donations for local food pantries.

Assistant Bakery Manager/Cashier | Heinen's Grocery Store, Bannockburn, IL

Jul 2014 – Sep 2016

- Monitored inventory of supplies and ingredients constantly to ensure smooth production.
- Prepared P&L statements and reviewed sales data periodically to drive profitability and revenue.
- Enforced quality control measures and maintained food safety standards to meet industry standards.
- Communicated with customers for correct order delivery and resolved complaints proactively.
- Guaranteed consistent supply of baked goods by scheduling and placing orders timely.

PREVIOUS EXPERIENCES

District Manager | Auntie Anne's Pretzel, Chicago, IL

Mar 2008 – Jun 2010

Café Manager | Barnes and Noble/Caribou Coffee, Deer Park, IL

Internee | Walt Disney World, Orlando, FL

EDUCATION

Bachelor of Science, Restaurant and Hospitality | Southwest Missouri State University, Springfield, MO

CERTIFICATION

Food Sanitation Certification | State of Illinois, Department of Public Health