



SIMON BROWN

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Summary

Highly driven General Manager successful at implementing strategic approaches to drive profitability and sales. Recognized for performance excellence in operations and customer care. Successful at motivating, training and developing team members to drive profitability in highly competitive environment.

Skills

- Over 26 years' experience with guest relations in the restaurant industry
- Corporate trainer for Landry's Task Force
- More than 15 years of Managerial experience in high volume restaurants with tangible results
- Exceptional leadership expertise with a focus on employee development, promotion, and building teams
- P&L Management
- Extensive training development programs.
- Accelerated growth in multiple departments
- Recipient of the Platinum Operational Excellence Award for Panera Bread
- Service Quality Improvement

Experience

- Opening General Manager** 01/2022 - 11/2022
Hawkers Asian Street Food | Arlington, VA
- Coordinating all hiring job and job fairs for opening new location in VA, Oversaw all inventory, scheduling, P&Ls, IDP's, and daily reporting, Worked with local Chamber of commerce, and local businesses to develop marketing strategies.
- General Manager** 02/2021 - 12/2021
True Food Kitchen | Annapolis, MD
- Hired and trained all FOH and BOH staff, totaling over 110 employees, In charge of inventory, scheduling, P&Ls, and private events, Worked with local Hotel Concierge Program to bring in business
- General Manager (Covid)** 03/2019 - 12/2020
The Bygone | Baltimore, MD
- Optimized profits by controlling food, beverage, and labor costs, Scheduled and directed staff in daily work assignments to maximize productivity, Conducted daily pre-shift and weekly meetings to ensure organizational efficiency, Built sales forecasts and schedules to reflect desired sales and productivity goals
- Managing Director** 01/2015 - 10/2018
McCormick & Schmick's, Landry's | Baltimore, MD
- Responsible for all FOH and BOH costs of sales for \$6.2 million concept, Responsible for declining monthly budgets, Optimized profits with proactive control of employee workloads and food waste, Responsible for building, developing, and maintaining guest relations, Sales building through multiple avenues including working with tourism groups, chamber of commerce, and local hotels, Responsible for all facilities and R&M, Oversaw banquet facilities with yearly revenue of \$1.6 million, Set budgets and executed plans for department sales, product purchase, and staff development, Generated detailed daily, monthly, quarterly, and yearly

reports on business, staff, and profit

Opening General Manager

12/2011 - 01/2015

Panera Bread | Aspen Hill, MD

- Supervised all in-house aspects of the restaurant, from in-house decorations to menu selection, Intimate knowledge of profit and loss statements, Maintained food cost and labor percent, Specialized in training and motivating new staff regarding their work and responsibilities, Ensured provision of service in terms of order accuracy and time management, Managed inventory and stocks and supplies, Generating detailed daily, monthly, quarterly, and yearly reports on business, staff, and profit, Responsible in increasing the business of the restaurant
- Trained employees on duties, policies and procedures.
- Recruited, interviewed and hired qualified staff for open positions.

Ast Managing Partner

04/2010 - 12/2011

Capital Grille | Chevy Chase, MD

- Responsible for all front of house scheduling written within budgeting guidelines, Responsible for building, developing, and maintaining guest relations, Weekly inventory of all liquor, beer, and wine with responsibilities of maintaining certain cost levels, Recruiting, training, and motivating staff, Completed restaurant opening and closings, procedures, and managed deposits, Optimized profits with proactive control of employee workloads, vendor costs, and food waste

Operations Manager

03/2008 - 02/2010

Founding Farmers | Washington, DC

- Directly involved with opening the location in 2008, Recruited new hires and established training manuals for servers and bar staff, Responsible for managing, troubleshooting, and problem solving in the kitchen to the front operations, Costing responsibilities and knowledge responsibilities; include all labor, product, and the complete weekly inventory, Weekly inventory of all liquor, beer, and wine with responsibilities of maintaining certain cost levels, Complete restaurant opening and closings procedures and manage deposits

Assistant Manager/Catering Manager

01/1996 - 01/2008

Landry's Seafood Inc. | Annapolis, MD

Server/Supervisor

01/1996 - 01/2008

Charley's Crab | Fort Lauderdale, FL

Corporate Trainer

01/1996 - 01/2008

Joe's Crab Shack | Gaithersburg, MD

Education and Training

Criminal Justice

01/1995

Montgomery College | Germantown, MD