

Ryan Ross
18627 Hoover
Detroit, MI 48205

(313) 421-8811
rosslucky6@gmail.com

Dear Hiring Manager,

I'm applying for a position at your company. Based on the posted description, I'm confident that I am fully qualified for the position and will be a strong addition to your managerial team. I would appreciate a job interview at your earliest convenience. Please find my resume attached.

I can be reached at the number above or at my email address.

Sincerely,
RR

Ryan Ross

Ryan Ross

18627 Hoover Detroit, MI 48205
(313) 421-8811 • rrosslucky6@gmail.com

Objective

Experienced outgoing and confident professional seeking to fill a full time managerial position within the hospitality field obtaining a general manager role.

Key Qualifications

- Over a decade of manager experience in everything from QSR, fine dining to night life.
- I believe in a team first mentality that lets everyone feel seen and heard which leads to a positive and productive operation.

Work Experience

General Manager, Sips On Six

September 2024 - Present

- Created and directed the beverage program
- Collaborated with different promoters to create a successful and meaningful experience
- Controlled cost through keeping a careful and keen eye on measurements and proper use of utensils
- Oversaw all training of new hires and constant development of more tenured employees

General Manager, NOHO/Shinola Hotel

Mar 2019- September 2023

- Moved to a General Manager role two years after onboarding with the company.
- Filled in the role of a beverage manager of a \$23 million property while simultaneously being a general manager of 2 different outlets.
- Monthly inventory for both FOH and BOH that showed a consistent flow of products.
- Constant development of team members and managers which resulted in multiple promotions from within.
- Creating short term and long term business plans to help boost revenue year over year.
- Booked live entertainment and partnered with surrounding businesses that kept guests engaged.
- Successfully booked, planned and executed various banquets.

Culinary Manager, Bonefish Grill

Jan 2018- Mar 2019

- Oversaw the use of proper sanitation.
- Kept track and minimized waste to ensure food cost did not exceed the recommended threshold.
- Ensured all employees followed the recipes to obtain repeat and consistent business.
- Coached and mentored associates to further their development in the hospitality field.

General Manager, Buffalo Wild Wings

March 2014-Jan 2018

- Control food cost through adjusting pars, inventory and making sure utensils were used correctly which allowed the business to be more profitable.
- Manage day to day operations that include but are not limited to mentoring, chargebacks, invoices and ordering.
- Monitoring portion control in both FOH and BOH
- Plan banquets and fundraisers at least once a month to increase sales.
- Onboarding all new associates which made the hiring process flow seamlessly.

Assistant Manager, Panera Bread

September 2012 - March 2014

- First introduction into building schedules that led to a productive shift with minimal wasted hours.

- Updated and manage a pull par system to ensure we had adequate items available but waste was minimal
- Managed a crew of 15-20 employees ensuring SOP's were followed.

Assistant Manager, Five Guys

May 2010 - September 2012

- Started as a line cook and moved to a managerial role within the first 6 months of employment.
- Ran shifts that led to a consistent 85% of above secret shop rating.
- Held the best secret shop record at 97% for two quarters in a row.
- Ensures staffed followed recipes to provide consistency to all guests no matter of the time of day.

Education

Central State University

- Concentration in business finance

Certifications

Serv Safe food
Serv Safe Alcohol
Tips