

TERRY ADAMS

Knoxville, TN 37920
281-451-9816
T.Adams@Gmx.com

SUMMARY

Dynamic and performance-driven business professional with high integrity, strong work ethic and great leadership skills. Meticulous and resourceful Director with proven success leading productive teams, controlling budgets, networking to drive growth initiatives and marketing to maximize brand outreach. Focused on the Hospitality & Food Service Industry both in full-service and QSR settings.

SKILLS

- Leadership training
- Operations oversight
- Sound judgment
- Policy/program development
- Purchasing and planning
- Profit and loss accountability
- Customer retention
- Recruiting and hiring
- Proficient in Mac OS, Windows
- Proficient in Microsoft Office
- Performance improvements
- OSHA safety requirements
- Multi-unit operations management
- FOH & BOH management

EXPERIENCE

THE COLORADO TRAILS RANCH

Durango, CO

Director of Ranch Operations

02/2017 to 11/2021

- Oversaw all guest ranch operations for Outdoor activities, Concierge Services, Housekeeping, Food and Beverage, Lodging and Maintenance.
- Conducted frequent inspection/analysis/critique of all Ranch operations.
- Partnered with Finance, Sales, and Marketing departments to ensure operational alignment of Ranch goals.
- Facilitated the overall resolution of guest problems or complaints.
- A strong ability to prioritize, organize, and manage competing priorities.
- Organized the well-being of the buildings, cabins, staff housing, barn, lodge, grounds, landscaping, trees, lawn irrigation, fencing, forest management.
- Ensured shop organization and small equipment/tool maintenance.
- Coordinated the maintenance and safe keeping of firearms and range.
- Supervision of 30-50 staff members.
- Orchestrated Equipment and vehicle preventative maintenance, Winter snow removal.

ADAMS FOOD SERVICE DBA SCOOTER'S SMOKEHOUSE

Tomball, TX

Director of Restaurant Operations

03/2011 to 01/2017

- Championed all restaurant operations to ensure customer satisfaction.
- Handled overall multi-unit restaurant leadership.
- Drove profitability and sales by controlling food and labor costs.
- Planned and directed the opening of five high-volume QSR units.
- Managed all pre-opening activities (e.g., site selection, construction, purchasing, equipment, operations, etc.)
- Led vendor relations, contract negotiations, logistics, and all customer service functions.
- Handled all menu, recipe development and costing.
- Supervised P&L and operating responsibility for 5 locations.
- Headed the development of training procedures to ensure quality.
- Controlled budget expenses by approving food, beverages and supplies purchases.
- Established and enforced health & safety procedures and policies to meet operational standards.
- Trained, managed and motivated employees to promote professional skill development.

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RIVER RIDGE RENTALS

Breckenridge, CO

Director of Operations

04/2005 to 08/2011

- Oversaw administration, management, compliance and maintenance of all 410 multi-million-dollar assets.
- Represented integrity and professionalism in business, serving as mentor and role model to staff.
- Provided leadership to 30 team members through coaching, feedback and performance management.
- Directed all day-to-day operations to provide safe and enjoyable guest experience.
- Formed and sustained strategic relationships with clients.
- Identified client business and operational needs and introduced services to provide solutions.
- Conducted staff evaluations and determined promotions and realignments or reductions in workforce.
- Monitored all Guest & Owner Relations.
- Developed corporate objectives and strategies collaborating on quality metrics and key performance indicators (KPI), as well as strategizing with cross-functional teams on improvement measures related to quality.
- Fostered strong relationships with Concierge Services and suppliers.
- Oversaw our white glove service to ensure guest satisfaction
- Upheld our reputation as The Premier Property Management firm.

EDUCATION AND TRAINING

BACHELOR OF SCIENCE: BUSINESS ADMINISTRATION AND MANAGEMENT

Texas A&M University, College Station, TX

MILITARY SERVICE

The United States Marine Corps – *Twenty-Nine Palms, CA - E-7 Gunnery Sergeant - Jul 1991 to Nov 2003*

A recipient of numerous Awards & Commendations. A US Marine Security Guard Battalion.

- Provided security services to selected Department of State Foreign Service posts to prevent the compromise of classified material, equipment and to provide protection for the United States Citizens and the United States Government Property.

CERTIFICATIONS

- OSHA 10, 30 w. numerous other OSHA certifications
- EPA Universal Certified
- ServSafe Manager Certified w/ Proctor Designation