

Christopher Baker

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Summary of Qualifications:

Results oriented professional with extensive experience across a broad gamut of professions. Educated and experienced with the emotional and professional maturity to manage organizational and operational change.

Highlighted skills:

- **Motivating teams to achieve high-level engagement**
- **Human Resources**
- **Safety and Sanitation Expert**
- **Change management**
- **Conflict Resolution**
- **Goal driven**
- **Financial Management Profit and Loss**

Experience:

2022-Present J&B Foods Inc. dba Aunt Bea's Mt. Airy, NC Operations Director

- Oversee daily operations of a 5 unit quick service restaurant group with locations in NC and VA
- Train managers in managing the three levers of profitability (Food, Labor, and Supplies)
- I have installed and implemented a new applicant tracking and payroll system in all units which is performing very well.
- I have partnered with a POS provider and constructed the menu for all 5 locations (which all differ). I then worked to install, implement, and train approximately 140 hourly employees and managers in the systems.
- I partnered the units with DoorDash in 4 locations adding about \$300,000 in annual revenue to the brand.
- Analyzed food and supply pricing to better find our price point for balancing consumer satisfaction with profitability
- Year over Year improvements:
 - Food Cost -5.5%
 - Labor Cost -2%
 - Paper/Supplies -2%
 - Prime Cost -9%

2021-2022 Hodge Restaurant Group Asheboro, NC District Manager

- Responsible for the performance of multiple units over multiple brands (Dodge City Steakhouse, Coach's Neighborhood Grill, Nanny's Kitchen)
- Recruit, hire, and train Managers, GM's, and Keyholders
- Oversee P&L performance of assigned units and coach processes to increase profit

- I was the primary constructor of a menu for an emerging brand in the group
- Travel extensively to ensure performance of units and their teams

2004-2011 2013-2021 Ruby Tuesday- Mount Airy, NC Sr. General Manager

- Oversee operation and logistics of 1.5 million dollar annual sales store
- Oversee the district (10 Units) when our Director is away
- Ranked 3rd in brand (546 Units) for Balanced Business Results in FY17
- Successfully opened two new restaurants. 1 as assistant manager, 1 as general manager
- Completed all interviewing and hiring of potential employees
- Served as human resource, personnel and payroll liaison to corporate office
- Assist Director of Operations & Regional Manager with administrative troubleshooting and inventory standards
- Promoted to general manager in less than 2 years in role as assistant manager
- Manage restaurant to exceptional store standards in profit and loss, inventory control, & scheduling
- Trained all team members to execute company standards
- Four team members promoted into management and two assistants promoted to GM
- Ensured adequate scheduling details for more than 45 employees

2011-2013 Golden Corral-Variou, USA

A-Team Coordinator/ Franchise Compliance Facilitator/ General Manager

- Travelled around the US and assisted in troubled units and markets from Erie, PA and Columbus, OH to Jacksonville, FL
- Grew sales average sales and profit vs. prior year by 25% in first four months of assignment.
- Achieved company's highest score to date on thorough inspection covering all aspects of the business. This unit had failed the previous two before my tenure began.
- Reached the prestigious "Top Ten" as operator of GC in Laurinburg, NC in FY2012.
- Had seven subordinate managers promoted during my tenure.
- Facilitated the transition from Franchise to Corporate unit for restaurants in the Midwest .
- Led "A-Team" of trainers who trained staff at new openings and re-trained in franchise units in danger of losing their status due to poor performance.

Education:

B.A., Organizational Management (3.63gpa), University of Arizona GC September 2010
Concentration in Human Resource Management
A.A.S., Criminal Justice (honors), Surry Community College August 1993

Leadership & Awards:

Ruby Tuesday General Manager of the Year – 2009 & 2017

Baseball Coach -13 years experience

Football Coach - 5 years experience

League founder and Director for American Legion Baseball-4 years experience

Computer Skills:

Proficient in Microsoft Office applications including Word, Excel, Outlook and PowerPoint

References: available upon request