

MARYANNE LOBOSCO



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Knoxville, TN 37909



[Bold Profile](#)

PROFESSIONAL SUMMARY

Dedicated and results-driven professional with a passion for the restaurant industry, seeking a challenging managerial role where my proven leadership abilities, demonstrated expertise in team management, and unwavering commitment to delivering outstanding customer service can drive success and foster growth within the establishment. With a track record of effectively leading teams to exceed operational goals and consistently elevate the guest experience, I am poised to leverage my comprehensive skill set and industry knowledge to make impactful contributions to organizational success. Meticulous [Job Title](#) with background in hospitality industry. Skilled in manning high-volume dining environment and delivering excellent customer service. Flexible and excels under pressure. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

SKILLS

- Communication
- Adaptability
- Empathy
- Teamwork
- Problem-Solving
- Customer Service
- Point-of-Sale (POS) Systems
- Multitasking
- Knowledge of Restaurant Layout
- Guest Engagement
- Team Collaboration
- Event Planning
- Guest complaint resolution
- Dining room management
- Guest Relations
- Event Planning Assistance
- Multitasking proficiency
- High-volume dining
- Cleaning and sanitation
- Detail Oriented
- Restaurant Operations
- Safe Food Handling
- Kitchen staff coordination
- POS Software
- Event Coordination
- Multitasking Abilities
- Reliable and Trustworthy
- Excellent Communication

EDUCATION

- Chaney High School

WORK HISTORY

Café Capri - Hostess

Boardman, Ohio

- Expertly crafted positive first impressions for guests through warm greetings and efficient seating arrangements.
- Managed reservations effectively, ensuring accurate scheduling and timely accommodations for guests.
- Coordinated seamlessly with servers to maintain smooth communication and facilitate exceptional guest experiences.
- Demonstrated excellent communication skills in handling guest inquiries, special requests, and resolving any issues promptly and courteously.
- Thrived in high-pressure situations by maintaining composure, prioritizing tasks, and ensuring a seamless flow of guest arrivals and departures.

Lucky Magees Racino Bar and Grille - Operations Manager

Niles, Illinois

- Led operations for Illinois' largest facility, overseeing 40,000 sq ft and \$53 million in assets, demonstrating adept management of complex operations at scale.
- Pioneered profit-focused initiatives as head of Off-Track Betting (OTB), driving revenue generation strategies and ensuring sustainable growth amidst industry challenges.
- Maintained profitability amidst a significant revenue decline from \$53 million to \$19 million over eight years, showcasing adaptability and strategic foresight in navigating changing market dynamics.
- Guided the company through financial adversities with resilience and strategic prowess, implementing innovative solutions to mitigate risks and capitalize on emerging opportunities.
- Managed diverse aspects of daily operations, including payroll, security, billing, and sales optimization, fostering efficiency and alignment across all functional areas to maximize organizational performance.

graduate/Youngstown, Ohio

- Empire Beauty School/Hanover Park, Illinois/Cosmetology license

CERTIFICATIONS

- ServSafe

Wilson's Suede and Leather - Sr Operational Auditor

Nation wide

- Led a team of 4 junior auditors for a 500-store chain nationwide, achieving a significant reduction in accounting errors and minimizing losses through comprehensive audit strategies and team collaboration.
- Implemented and streamlined operational procedures across the company, resulting in improved efficiency, consistency, and compliance with regulatory standards.
- Developed and enforced robust loss prevention protocols, effectively reducing instances of theft (both internal and external) and mitigating inventory discrepancies, leading to enhanced asset protection and profitability.
- Conducted thorough risk assessments and audits to identify potential vulnerabilities and areas for improvement, resulting in proactive measures to safeguard company assets and enhance operational integrity.
- Collaborated with cross-functional teams to analyze audit findings, implement corrective actions, and provide training to staff members, fostering a culture of accountability and continuous improvement within the organization.

Brass Restaurant And Brewery - General Manager of Food Service

South Barrington Il

- Increased team productivity by implementing streamlined processes and effective communication strategies.
- Achieved departmental goals by developing and executing strategic plans and performance metrics.
- Reduced operational costs through comprehensive process improvement initiatives and resource management.
- Enhanced customer satisfaction by resolving disputes promptly, maintaining open lines of communication, and ensuring high-quality service delivery.
- Enhanced overall efficiency by streamlining food service processes and introducing new menu items.
- Reduced food waste through better inventory management and portion control, leading to increased profitability.
- Ensured compliance with health and safety regulations through regular inspections, staff training, and process improvements.
- Managed financial aspects of the business including budgeting, forecasting, cost analysis, and profit maximization strategies.
- Expanded catering services to accommodate various events, increasing overall sales revenue for the business.
- Contributed to community engagement efforts through participation in local events, sponsorships of charitable initiatives, and partnerships with area schools or organizations.
- Prepared weekly schedules and assigned tasks to staff to maintain organized shift and smooth operations.

Wickets Restaurant - Manager

Schaumburg, IL

- Successfully managed budgets and allocated resources to maximize productivity and profitability.
- Cultivated positive rapport with fellow employees to boost company morale and promote employee retention.

- Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
- Controlled costs to keep business operating within budget and increase profits.
- Managed daily operations to ensure a high level of efficiency, consistency, and quality in both food and service.
- Oversaw inventory management processes to minimize waste and maintain optimal stock levels for seamless operation.
- Collaborated with the executive chef on menu development, ensuring diverse options that catered to various dietary needs.
- Implemented cost-saving measures through streamlined processes, efficient scheduling, and strategic vendor negotiations.
- Ensured compliance with local health department regulations through regular staff training sessions and facility inspections.
- Coordinated catering services for private events, delivering memorable experiences while maximizing profits.