BERNADETTE SOLITARIO

Restaurant Shift Manager

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CORE COMPETENCIES

Leadership and Coaching	Shift Management and Floor Control	Communication and Interpersonal Skills
Planning and Organizing	Key Management System	Sense of Ownership
Analysis and Decision Making	QSCH Management	Honesty and Integrity
Learning Agility and Applied Learning	Restaurant Work Standards	Guest Focused

WORK EXPERIENCE

Restaurant Shift Manager | Shakey's Pizza Parlor | Jul' 2014 – Present

Shakey's Pizza is a pizza restaurant chain based in the United States. Founded in 1954, it was the first franchise pizza chain in the United States. In 1968, the chain had 342 locations. The chain had about 500 stores globally, and 58 in the United States, as of July 2019. Currently, the stores can be found in the states of California and Washington, as well as in the Philippines and Japan.

Key Responsibilities:

Quality, Service, Cleanliness and Hospitality (QSCH) Management

- Lead to ensure that the entire store is fully prepared and the store team is ready for the Shift. Ensure that excellent service and hospitality are delivered to each guest by setting and sustaining a fun, positive and energetic shift.
- Effectively lead the restaurant during the shift to ensure that excellent restaurant operations are consistently achieved.
- Maintain and/or upgrade the attractiveness of the restaurant to promote a vibrant and bright restaurant environment that is aligned to the brand image that the company is promoting and the brand standards that it upholds.
- Manage the opening/mid shift procedures of the store including the consistent and appropriate execution of the QSCH Restaurant Checklist (QRC).
- Manage the closing shift procedures of the store including the timely and effective conduct of a closing line/store check that facilitates an easy and effective set up of the store for the following day's operation.
- Engage the guests to ensure that they have been provided with a unique and memorable dining experience. Visit each table to check on the guests' experience, build positive relationships and facilitate resolution of guest concerns, if any. Ensures that serving time and product quality standards are achieved at all times and surpassed whenever possible.

Sales Building

- Effectively implement local restaurant marketing programs to drive trials and create repeat business. Lead and coach Food Servers in selling new products and promotions to guests.
- Develop positive relationships that will create loyalty among guests. Conceptualize and implement local marketing programs that reward frequent patrons, strengthening their loyalty to the brand and the frequency of their visits.
- Increase the store's average check by coaching, monitoring and recognizing Food Servers in executing salesmanship techniques such as suggestive selling and up-selling.
- Device and implement programs that encourage guests to bring more friends/family members to the restaurant.

Profitability Building

- Generate the Menu Item Sales Report from the POS Back Office and analyze it. Ensure the quantity of product items sold matches with sales and other non-sale items (e.g., promo, On-US) and that these transactions are adequately supported with necessary documents (OS, promo slips, OR, etc.).

- Oversee the complete and accurate recording of Stations Reports on a daily basis. As the closing MOD, check the reports, analyze it and make immediate and necessary actions to address variances versus targets.
- Monitor and manage the use of raw materials at the BOH. Ensure the adequacy of portion controls and guides to minimize cases of over portion/under portion.
- Monitor and manage the use of FOH materials such as tissues, packaging materials (for left over and/or carry out) and condiments, among other FOH operating supplies.
- Monitor and manage the use of utilities. This shall include but not limited to ensuring the observance of rules on Fire up/Fire down schedules.
- Implement store fund practice in accordance with the policies of the company.

People Management / Key Management System (KMS) Management

- As part of the Management Team, hold and facilitate regular meetings for the whole store team for review of operations and business results, to lay out action plans, to recognize performers and provide updates on relevant developments and critical matters needing emphasis.
- Guide the Restaurant Staff, Shift Managers/RFO and Trainee Managers as they carry out their duties. Coach them to further improve performance and enforce the Discipline Policy as necessary.
- As the MOD, recognize and reward employees who are performing well. This shall include but not limited to giving of Gift Certificates, free food and the likes.
- As a Restaurant Trainer, facilitate the training and development of Restaurant Staff with the end view of certifying them in their station and in the medium term, cross training towards Captainship.
- As a Certified KMS Manager, facilitate the training and development of trainee managers (new and incumbent) with the end view of certifying them in their respective KMS assignments.
- Conduct monthly staffing needs analysis and recommend recruitment needs to the Restaurant Manager and Area Business Managers.
- Coordinate with the Restaurant Service Coordinator regarding recruitment and screening of potential restaurant staff.
- Monitor and manage performance of newly hired restaurant staff and assess if at par with company and industry standards. Coordinate with the Coop regarding concerns on personnel requirements of newly hired and existing employees (work permits, medical exams, ID, etc.).
- Supervise the implementation of the Restaurant Staff Development Program Guidelines in the restaurant.
- Monitor, control, and create immediate action plans to bring labor cost and sales per manhour (SPMH) to levels within the budget without compromising the value of the guests' experience and overall QSCH performance of the store.

Standards

- Institute internal safeguards on company funds, assets and properties. To seek ways to improve and maximize efficiency of store facilities and equipment in close coordination with the Management Team.
- Develop new and enhance work processes in close coordination with the Management Team to provide corrective actions to recurring problems including internal guest complaints, as well as preventive actions to avoid potential problems from occurring.
- Participate, collaborate, and implement initiatives and projects driven by the RBU and organizational strategy.
- Monitor compliance of store to all regulatory requirements.
- Follow and enforce the company's Code of Conduct

Previous Roles Prior to the Shift Manager Promotion:

- Restaurant Specialist | Shakey's Pizza Parlor | Jan' 2017 – Mar' 2022
- Restaurant Staff | Shakey's Pizza Parlor | Jul' 2014 – Jan' 2017

EDUCATIONAL QUALIFICATION

Bachelor of Science in Hotel and Restaurant Management | Cavite State University | 2015