

Breazia Dockum

Restaurant Manager

Profile

A food service professional with 8 years of experience in the industry. I have 1 year of experience as a restaurant manager and 5+ years as an assistant manager. My career has been focused on providing excellent customer service while maintaining high standards for quality control and profit margins. In my most recent position, I was responsible for managing a team of 30+ employees and oversaw all aspects of the daily operations including opening/closing duties, inventory management, staff scheduling, training & development, and guest relations. I am a motivated leader with strong attention to detail who is able to work effectively under pressure in fast-paced environments.

Employment History

Restaurant manager at Darden Restaurants, Inc. (FL)

Apr 2022 - Present

- Hired and trained a new waitstaff, increasing efficiency by 30%.
- Increased revenue by 15% through effective upselling techniques.
- Negotiated with vendors for more favorable contracts, resulting in cost savings of 10%.
- Implemented a new table layout that increased customer satisfaction scores by 5%.
- Successfully piloted a new happy hour menu which increased alcoholic beverage sales by 25%.

Assistant restaurant manager at Brinker International, Inc. (TX)

Sep 2017 - Mar 2022

- Increased sales by 20% through effective marketing and promotions.
- Lowered food costs by 5% through supplier negotiations and portion control initiatives.
- Improved employee morale and reduced turnover rates by 25% through developing strong relationships with employees.
- Implemented new inventory management system that slashed waste levels by 15%.
- Successfully ran the restaurant during a high-pressure holiday season, handling all customer complaints effectively.

Certificates

ServSafe Food Protection Manager (SFPM)

Sep 2020

National Restaurant Association Educational Foundation ServSafe ALLergens (SFA)

Nov 2018

Successful completion of a foodservice sanitation course that is accredited by ANSI/CFP

Mar 2017

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📍 102 East Cydnee Street,
Fayetteville, AR 72703

Education

B.A. in Management at Santa Clara University, Santa Clara, CA

Aug 2013 - May 2017

While studying for my B.A. in Management I learned a great deal about the foodservice industry as well as technical skills such as cost control, menu planning, and event coordination.

Links

[linkedin.com/in/breaziadockum](https://www.linkedin.com/in/breaziadockum)

Skills

Menu planning

Cost control

Purchasing and inventory

Staffing and scheduling

Banquets and catering management

Facility maintenance and operations

Food safety

Languages

English

Russian