

# John D. Anderson

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## Award-Winning Restaurant and Catering Operations Manager with 20+ Years' Driving Profitability, Team Performance, and Customer Satisfaction

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### Professional Summary

Performance-driven restaurant and catering management professional with 20+ years of experience overseeing multi-unit operations, managing P&L, and leading high-performing teams. Proven record of increasing profitability, reducing costs, and achieving top-tier customer satisfaction. Expert in staffing, training, inventory management, food safety compliance, and operational efficiency. Recognized for mentoring managers, building strong vendor relationships, and developing innovative solutions to enhance service delivery.

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### Core Competencies / Areas of Expertise

- Restaurant Operations Management | P&L & Budget Oversight
  - Staff Recruitment, Training & Leadership | Employee Motivation
  - Inventory Control & Ordering | Food Waste Reduction & Cost Optimization
  - Customer Service Excellence | Vendor & Supplier Relationship Management
  - POS Systems & Technology Utilization | Front & Back-of-House Operations
  - Health, Safety, and Sanitation Compliance | Quality Assurance
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### Professional Experience

#### Bar-B-Q Heaven – Simpsonville, SC

##### General Manager | 05/2014 – Present

- Manage all restaurant operations, ensuring strict compliance with health, safety, and food handling regulations while maintaining profitability.
- Recruit, hire, train, and supervise employees, fostering a motivated, high-performing team.
- Oversee inventory and order management to reduce waste and control costs.

- Develop staff schedules, monitor labor hours, and manage payroll processing.
- Conduct regular staff meetings, providing guidance, updates, and performance feedback.
- Implement operational improvements to enhance customer satisfaction and service efficiency.
- **Key Achievements:**
- #1 most profitable location for six consecutive years out of 47 stores.
- Official training store for new management trainees.
- Ranked #2 out of 47 for minimizing food waste and controlling costs.
- Promoted from Assistant Manager to General Manager due to exceptional performance.

## **Shank's Restaurant – Anderson, SC**

### **Catering Manager | 02/2003 – 05/2014**

- Managed catering operations, including food preparation, inventory, and staff oversight, for corporate and private events.
- Consulted with clients to develop customized menus, pricing, and service plans.
- Recruited and led catering teams for large-scale events, ensuring efficiency and quality.
- Applied international cuisine expertise to accommodate diverse dietary needs.
- **Key Achievements:**
- Recognized as “Best Catering Service” in the Upstate by Gourmet Catering Magazine (2012).
- Awarded “Unique Approach to Catering Menus” by Food Chefs Unlimited (2009).
- Consistently earned annual performance-based financial bonuses.

## **Upstate Hot Dog Fancy – Clemson, SC**

### **Owner / Operator | 01/2000 – 02/2003**

- Operated a mobile food business, managing all P&L, food preparation, and customer service.
  - Developed creative menu offerings, enhancing brand recognition and customer loyalty.
  - **Key Achievements:**
  - Named “Best Food Truck” by Restaurant Magazine (2002).
  - Gained regional reputation for the signature “Monster Dog.”
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## Education

**Bachelor of Science in Management, Minor in Marketing** – Clemson University, Clemson, SC

- Honors: Named “Top Student” in Management Program
  - Activities: Business Club (President)
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## Community Involvement

- Rotary Club, Greenville, SC – Past President
- Chamber of Commerce, Greenville, SC – Member
- American Chefs Federation – Member
- Association of Catering Managers, Southeast Division – Member & Past President