

John D. Anderson

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

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.

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
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Core Strengths

- **Effective Communication:** Skilled in clear, professional communication across all organizational levels to ensure alignment and collaboration.
- **Mentoring & Coaching:** Experienced in developing team members through structured coaching, feedback, and performance support.
- **Leadership & Team Management:** Proven ability to motivate, guide, and lead diverse teams to achieve organizational goals.
- **Positive Workplace Culture:** Dedicated to fostering an inclusive, supportive, and high-performing work environment that enhances engagement and retention.