

JUSTIN BROWNE

Hospitality Director

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“Delivering Results”...

... is a personal mission statement that has become my career hallmark while serving in crucial operations roles in multi-million-dollar organizations. Ambitious and energetic **Hospitality Operations Leader** with an entrepreneurial spirit. Rich mix of multi-unit business management expertise. Enabler of rapid business growth—resolving long-standing challenges and creating innovative hospitality solutions that drive operational efficiency. Solid reputation as the “go-to” problem solver, leveraging deep industry knowledge to streamline operations, improve profitability and build sustained repeat customer base.

■ SIGNATURE STRENGTHS

Multi-Unit Manager
Project Management
National Chain Expertise
Restaurant Operations

Strategic Hospitality Operations
Restaurant Revitalization
Market Analysis
Hourly Staff Coaching

POS Implementation
Inventory Control
Leadership Development
Guest Service Improvement

■ PROFESSIONAL EXPERIENCE

Company Name – Clarksville, VA | 2020–Present

A Family Style Catered Meal Delivery Service to the Kerr Lake Area of VA.

Owner Operator / Food Experience Curator

- Successfully created a family style home meal delivery service during a time of economic downturns for most restaurants.
- Develop, design and deliver innovative, authentic and distinguished experiences for the local community.
- Grew business by building repeat customer base, ensuring customer satisfaction and generating 5-star ratings on Yelp.
- Increased social media presence to over 3K followers within first six months.

Hotel Name – Knoxville, TN | 2008-2020

Hotel is a part of Tantom's portfolio offering travelers an approachable, upscale hotel experience with best-in-class customer service.

Director of Operations (2020)

- Integral member of Executive Committee, executing business operations for budget of \$50M.
- Led all operations for Front Office, Food & Beverage (F&B) and Housekeeping.
- Successfully managed the development of 120-person team to include 5 departmental Directors, 10 managers and 100 hourly employees.

Regional Senior Director of Food and Beverage / Multi-business Unit Manager (2014–2020)

- Exceeded profit and loss (P&L) goals by 22% for three signature properties and 10 multi-business units, five years running.
- Key member of opening team for 300 room Hotel X, including three outlets and designing 5800 square foot meeting space.
- Implemented six Point of Sale (POS) system upgrades and system replacements from Micros to Agilysys.

- Standardized training procedures in all eight outlets to include Starbucks to increase productivity and decrease redundancy for optimal business operations.
- Responsible for \$3M Cap-X budget annually for the complex.
- As Leader-Coach, mentored and promoted five restaurant managers to Assistant F&B and Director roles.
- Achieved “Top 10” in Meeting Planner Survey results for entire Embassy Suites company for three years.
- Maintained excellent 90+ eccosure food safety scores in all three properties simultaneously.

Director of Food and Beverage (2012-2014)

- Decreased startup and initial operating expenses \$200K within first eight 8 months.
- Successfully created thriving Food and Beverage (F&B) department after an outsourced 3rd party contract expired, without sacrificing service or service interruption.
- Hired and trained full management staff including a well-known Executive Chef.
- Mentored and promoted two restaurant managers over last three quarters.

General Manager, Rocky Top Restaurant (2008-2012)

- In a turnaround role, took F&B operations from a net loss of \$500K to \$100K in profits over 3 years.
- Directed operations of five F&B outlets in Union occupied property, Local 45.
- Drove top line sales by more strategically utilizing 7,500 SF meeting and banquet space.
- Awarded ‘Manager of the Quarter’ five times.
- Devised and implemented excel driven financial control analysis tool (where no tool was in place) to help provide greater financial visibility and to control costs for \$4.4M F&B operation.

Let’s Chill Grill – Nashville, VA | 2006–2008

Let’s Chill Grill is nationally recognized chain restaurant specializing in Italian-American cuisine, with 55 locations in the U.S.

General Manager

- Reversed double digit sales decline to a ranking height of 7th out of 53 in Net sales vs. LY in NE.
- Over a span of 8 months increased staffing level from 63% to 98%
- Fostered and developed a team of 9 trainers that ultimately led to lower turnover and improved moral.

Chat Creek Steakhouse – Memphis, TN | 2003–2005

Southern-themed U.S. casual dining restaurant chain, serving American cuisine, based in Memphis, TN.

General Manager

- Awarded General Manager of the Year (2004 & 2005) in the Sales Building Category for increasing same store sales by 26.8% in first year.
- Lowered restaurant turnover by over 35% in first 6 months of tenure.
- Increased guest satisfaction using secret shopper score as the benchmark from 86.8 to 94.2 over 2 fiscal quarters, then again to 95.6 over the next 6 months.

■ EDUCATION

- B.S., Hotel Management Management, University of Tennessee – Knoxville, TN