



## KEVIN ARNOLD

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### PROFILE

A dynamic, results-oriented **Restaurant Manager** offering focused leadership to drive sales and profitability in highly competitive markets. Consistently achieve performance goals through enthusiasm, tenacity and initiative, which complement knowledge / expertise in

- Team Building / Staff Training
- Purchasing / Inventory Management
- Quality Assurance / Control
- Facilities / Safety Management
- Customer Service / Guest Relations
- Cost Containment / Control
- Policies and Procedures
- Continuous Performance Improvement

Noted for outstanding communications skills, both with guests and staff; resolve problems quickly and equitably to ensure happy customers and happy employees.

Computer skills:

- MS Word, Excel and PowerPoint
- POS systems including Maître'd

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### EXPERIENCE

THE FARM, INC., Pleasanton, California, 07/09 - Present  
Family dining / complete meal concept / \$11 average check; seating for 450; 60 staff

#### Manager

Employ an efficient, high-energy and professional approach to store operations management in order to:

- balance service with costs to ensure profitability
- promote guest satisfaction to steady repeat business
- coach / schedule servers to maximum levels of performance
- monitor BOG for consistent sanitation, food quality and presentation
- purchase / control inventory with attention to budget guidelines

Contributed to store's recognition as most profitable in 41-store chain, maintaining gross profit at 48%. Involved in special projects:

- Initiated three-month in-house customer service contest for bussers, servers and hosts to effect continuous improvements in service scores.
- Introduced a wine seminar for servers, strengthening knowledge of offerings, which dramatically increased wine sales.

TAOS GRILLE, Forest Grove, Washington, 2/01 – 6/09

Casual dining bistro; seating for 60; 22 staff

#### Assistant Manager

Directed general restaurant operations, monitoring food quality and staffing requirements to ensure a positive dining experience for every guest.

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### EDUCATION

OREGON STATE UNIVERSITY, Harrisburg, Oregon  
B.S. - Hospitality and Business Management; minor: Business Administration

Course work included:

- Food Science and Nutrition
- Strategic Analysis
- Cooking and Dining Room Service
- Food Service Systems and Controls