



# 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.

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

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## SKILLS SUMMARY

Team Building / Staff Training	Facilities / Safety Management	Continuous Performance
Purchasing / Inventory Management	Customer Service / Guest Relations	Improvement
Quality Assurance / Control	Cost Containment / Control Policies and Procedures	MS Word, Excel and PowerPoint POS systems including Maître'd

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## PROFESSIONAL EXPERIENCE

- Excel at balancing 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 standards.
  - Purchase / control inventory with attention to budget guidelines.
  - 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.
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## EMPLOYMENT HISTORY

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

TAOS GRILLE, Forest Grove, Washington, 2/01 – 6/09  
Casual dining bistro; seating for 60; 22 staff  
**Assistant Manager**

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## EDUCATION

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

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