

Alejandro Diego

Senior Restaurant Management

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Profitability-conscious Restaurant Manager, acknowledged for delivering over-the-top customer service. Trust-builder who empowers staff, create a guest-friendly environment with positive revenue growth.

- ◆ **Cost Reductions** – Reduced annual food and beverage costs by 8 to 10% by restructuring pricing and labeling in computer system to a more user-friendly version.
- ◆ **Inventory Management** – Weeded out slow moving inventory and retained faster moving inventory to improve price negotiations. ~ Susie's Bistro
- ◆ **Customer Experience** – Accelerated Susie's Bistro Trip Advisor ranking from #88 to #15 by generating all positive reviews from customers in a six-month period.
- ◆ **Wine Expertise** – Passed entry-level Sommelier exam while at Surf and Turfin' to discover distinctive elements about wines and specific characteristics of grapes to offer proper wine service to guests.
- ◆ **Employee Retention** – Slashed employee turnover and cut training dollars by designing a positive work environment with a harassment-free setting for both the front of the house and the back of the house teams. ~ Susie's Bistro and Red Plum

Key Strengths

- ◆ Restaurant Management
- ◆ Revenue Growth
- ◆ Cost Management
- ◆ Staff Recruiting
- ◆ Hospitality Management
- ◆ Guest Relations
- ◆ Quality Control Management
- ◆ Vendor Relations
- ◆ Inventory Management
- ◆ Profit & Loss Management
- ◆ Staff Training & Development
- ◆ Catering Operations
- ◆ Food & Beverage Operations
- ◆ Special Events Coordination

Professional Experience

SUSIE'S BISTRO, Saint Louis, MO

2011–2012

General Manager

Joined new ownership of upscale casual restaurant to assist in overcoming negative reputation issues generated by the prior ownership.

- ◆ Expanded and maintained a loyal guest base and improved the restaurant's overall labor and liquor costs through restructuring the POS tracking and implementing proper ordering.
- ◆ Boosted revenue by 20% over prior year by properly booking guest reservations to maximize dining room space potential.
- ◆ Rebuilt guest rapport by direct contact with all patrons and responding rapidly to defuse any issues, resulting in exceptional guest satisfaction.
- ◆ Launched community-focused involvement campaign to improve the restaurant image through increased participation in fundraisers and hosting charity wine events.
- ◆ Encouraged purchase of local products to foster vendor ties and cultivate word of mouth referrals.

CHOTCHKIES, Minneapolis, MN

2010–2011

Waiter

As a Waiter, delivered exceptional guest service in a busy, upscale, high-volume restaurant with a vibrant atmosphere. The restaurant had a sterling reputation and a very stringent guest service policy requiring exceptional guest service from the wait staff.

- ◆ Rapidly became a highly requested waiter by heavily focusing on creating memorable guest experiences.

Professional Experience

SURF AND TURFIN', Atlanta, GA

2008–2010

Waiter

Served guests in a well-established, high-end restaurant featuring an award-winning wine list. Served well-known clientele, including prominent business people, celebrities, and athletes.

- ◆ Attained status of one of the most requested Waiters in restaurant through providing exceptional service to guests, noted as finding unique ways to help couples celebrate their anniversaries.
- ◆ Achieved and consistently maintained 98% on mystery shopper scores.

TRADE WINDS, Savannah, GA

2007–2008

Waiter

Served guests in a well-known, \$10 million Caribbean-themed upscale casual restaurant on the Bay, executing a high level of service in the high-volume restaurant.

- ◆ Guided and directed team members to ensure smooth execution of food service.
- ◆ Won many individual contests for daily performance achievements.
- ◆ Promoted to transition from Trade Winds to Surf and Turfin' through achieving a reputation for the level of service necessary for a move to this level of a restaurant.

THE RED PLUM, Dubuque, IA

2002–2007

Service Manager (2005–2006)

Server (2002–2005; 2006–2007)

As Service Manager, rotated within Red Plum's Dubuque area to direct staff.

- ◆ Set up schedules for 25 to 30 employees and forecasted wait staff scheduling to assure adequate labor during peak periods while not overextending the labor costs.
- ◆ Built exceptional customer service reputation by establishing table visits as a regular policy to check service levels while creating positive relationships with guests and team members.
- ◆ Promoted to management role in three years for consistently maintaining high levels of guest satisfaction and being willing to do anything needed to help the restaurant succeed.
- ◆ Completed certified bar and service trainer program

SOLSTICE VACATION CLUB, Dubuque, IA

2004–2004

Sales Representative

Delivered one-hour sales presentations to groups of 15 to 25 on the benefits and features of the Solstice Vacation Club. Consistently closed 30% of assigned attendees.

- ◆ Achieved #1 sales representative in the company through building rapport and finding connections with the participants.

Early Career Profile

RUSSO'S ITALIAN RESTAURANT, Potosi, WI | Buspendon | 5 Years

Technology Snapshot

Microsoft Office: Word | Excel
Aloha Point of Sale | Micros Point of Sale | Darden Dash Point of Sale

Education

Barryfield College, Dubuque, IA

Associate of Applied Science - Radio Broadcasting, December 2003