

Resume

Andre D. Moorer



Education: Milwaukee Area Technical College. Completed Management Development programs with Ruby Tuesday's, The Cheesecake Factory [CFI Institute], Peasant Restaurants [Mick's], Red Lobster, Chi, Chi's Mexican Restaurants, and Ponderosa Steakhouse. A certificate of completion was awarded from all the above named centers. I am also Serv Safe certified in food and alcohol. Completed Dr. Satcher's Community Health Leadership program at Morehouse College. Graduate of Leadership Dekalb's Class of 2019. Attended multiple health seminars and conferences.

The Cheesecake Factory

Position: Senior Manager

Responsibilities: Responsible for the operation of a \$12,000,000 a year, extremely high volume business. This includes but not limited to, the development and training of 250 hourly staff members and all junior managers. Successfully Managed every work group including servers, bussers, front desk, bakery, bar and kitchen staff. Consistently maintained efficiencies, productivity levels, liquor cost, bakery cost, labor cost, cost of sales and controllable profit all within or under budget. Handled aspects of risk management, retention, preventive maintenance, budgeting, forecasting, templates, and sales building. As an operator I created an environment where 100% absolute guest satisfaction was the highest priority.

Dates Employed: April 2016 - Present

Goodwin Hospitality

Position: Hospitality Partner

Established in 1999, Goodwin Hospitality is a progressive, client driven hospitality firm with offices and talented Partners located throughout the U.S. and Canada committed to helping you grow your business or help you find the right position with one of our great clients.

As a Hospitality Partner I offer restaurants, hotels, resorts and other food and beverage clients a multi-service platform focused on improving growth, profits, and high quality operations. I partner with my clients, candidates, and constituents with innovative Mystery Shopper Programs, Guest Surveys, Field Audit and Compliance Technology, Management Recruiting, Operations Consulting, and Exit Interview Programs.

Specialties: Management Recruiting/Hiring, Measuring Customer Experiences (Mystery Shopping Program), Real Time Guest surveys, Field Audit and Compliance Technology, Turnover and Retention Programs (Exit Interview Program).

Dates Employed: February 2015 - April 2016 - Greater Atlanta Area

Negril Village Atlanta

Position: General Manager

Responsibilities: I was responsible for the new opening of an upscale Caribbean restaurant. This includes the hiring and training of all employees, setting up vendor relationships, negotiating contracts, facilities maintenance, budgeting, p&l reconciliation and all day to day operations of the facility.

Dates Employed: October 2013 - February 2015

Ruby Tuesday, Inc.

Position: General Manager

Responsibilities: Responsible for the entire operation. This includes, but not limited to the development and training of hourly staff members and all assistant managers. I successfully managed every aspect of the operation. Consistently maintained controllable cost, productivity levels, liquor cost, labor cost and food cost. I am intimately involved in budgeting, forecasting, sales building and local store marketing. I continue to uphold the philosophies, culture and principles that guide my decision making which ensures my success as an operator. I also consistently deliver a memorable high quality casual dining experience to each of my guest.

Dates Employed: May 2009 - October 2013

The Cheesecake Factory

Position: Senior Manager

Responsibilities: Responsible for the operation of a \$12,000,000 a year, extremely high volume business. This includes, but not limited to, the development and training of 250 hourly staff members and all junior managers. Successfully Managed every work group including servers, bussers, front desk, bakery, bar and kitchen staff. Consistently maintained efficiencies, productivity levels, liquor cost, bakery cost, labor cost, cost of sales and controllable profit all within or under budget. I handled aspects of risk management, retention, preventive maintenance, budgeting, forecasting, templates, and sales building. As an operator I created an environment where 100% absolute guest satisfaction was the highest priority.

Dates Employed: October 2003 - April 2009

Mick's Restaurant

Position: General Manager

Responsibilities: Responsible for the operation of multi-unit concepts. This included assisting the General Manager with training and development of all staff and managers, forecasting , budgeting, preventive maintenance, p&l line items, retention, sales building, local store marketing, schedule writing, increase sales over last year same period, operational excellence, health code standards, upholding service standards. Conducted quality assurance audits, also, developed business plans and implemented cost saving systems to ensure profitability.

Dates Employed: May 1998 - October 2003

Darden Restaurants Red Lobster

Position: Manager

Responsibilities: Ordering of dry goods, perishables, and liquor and inventory and cost-control. Responsible to hit P & L targets i.e. 17.5% Liquor, 5% A vs. T, Customer counts increase over last year, Restaurants earnings over last year same period, Reduce turnover rate, by developing effective training program to increase retention. Interviewing and hiring of employees, performance counseling and evaluation of employees. All daily, weekly, monthly, paperwork. Invoice recap and approval. Daily cash handling, deposit drops, cash reconciliation, scheduling, labor analysis and control, and local store marketing. Overall to run a profitable, customer service oriented business, within the parameters set by the company, while protecting the company's assets, and creating a comfortable environment for guest and employees while upholding Q.S.C. standards that I hold for myself and the company.

Dates Employed: October 1996 to May 1998

Chi Chi's Mexican Restaurant

Position: Manager

Responsibilities: Trained crew, accounting, employee reviews, developed employee incentive programs, and a customer retention program. Hiring, scheduling, improved local store marketing and controlled profit and loss. Ordering of dry goods and perishables.

Dates Employed: May 1994 - October 1996