

# Hotel & Restaurant Management

## Ronald McDonald

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### SUMMARY OF QUALIFICATIONS

- Plan the operations of a business across functional areas
- Organize resources to achieve the goals of the organization
- Direct individuals and/or processes to meet organizational goals
- Control business processes
- Apply concepts, methods, and processes in business operations
- Understand the financial components of an organization
- MICROS point-of-sale systems, OPERA Central Reservation System

### EDUCATION

**Northeast Wisconsin Technical College**, Green Bay, WI

May 2018

*Associate Degree: Hotel & Restaurant Management*

- *Related Coursework:* Business Principles, Marketing Principles, Career Planning, Hotel Management, Operations Management, Restaurant Management, Hospitality Finance, Global Business Management, Event Marketing

*Certificate: Business Operations*

December 2017

### EXPERIENCE

#### **Hotel General Manager Intern**

*Hotel Management and Consulting*, Green Bay, WI

May 2017 – Present

- Perform quality assurance (QA) requirements for property
- Complete tasks as needed for the property owners, the Management Company, associates, and guests bearing in mind these needs are subject to change
- Direct the operation of the property to ensure the highest level of profitability
- Achieve budgeted revenue and profit goals, balancing cost with guest satisfaction
- Ensure the implementation of and adherence to all policies and procedures
- Interview and hire staff
- Maintain confidential personnel files

#### **Restaurant Manager Intern**

*Arby's*, Green Bay, WI

May 2017 – Present

- Increase sales through excellent operations
- Promote, demonstrate and lead a great customer restaurant experience
- Train and develop management team
- Recruit, interview, and hire team members
- Ensure restaurant is 100% staffed with quality, friendly, and properly trained team members
- Execute systems daily to ensure a clean, organized restaurant, prepared to deliver quality food, fast