Dylan Andrew Graham

2555 North Repsdorph Rd. #936

Seabrook, TX 77586

(512)530-1886

Dgraham19891@yahoo.com

**Education**

Conrad N. Hilton College, University of Houston, Houston, TX

Bachelor of Science in Hotel and Restaurant Management

January 2012 –December 2014

San Jacinto Community College

August 2007- January 2012

**Career Highlights**

* Opened Webster Location of El Tiempo Cantina
* Certified trainer with Landry’s Corporation
* Food Manager/Handler certified
* TABC Certified
* 6 + years of bartending experience
* 3+ year of FOH Supervision

**Experience**

El Tiempo Cantina 11/2017 – Present

Webster, TX

**FOH Manager**

Controlling labor percentages and driving sales. Ensuring that safety policies and certifications were up to date and being followed. Training and re-training employees. Writing and reviewing hourly employee schedules. Ensuring customer satisfaction from the start to the end of their experience. Motivating staff to be great. Upholding policies and procedures regarding hourly employees. POS maintenance and training for the new staff. Assisting with menu building and maintenance on terminals. Instilling new systems in place for a new location. Assist with restaurant layout and set up.

Cadillac Bar Kemah 8/2007- 10/2017

Kemah, TX

**FOH Manager**

Controlling labor percentages and driving sales. Ensuring that safety policies and certifications were up to date and being followed. Training and re-training employees. Writing and reviewing hourly employee schedules. Ensuring customer satisfaction from the start to the end of their experience. Motivating staff to be great. Upholding policies and procedures regarding hourly employees. Completing weekly inventory of Food and Beverage. Maintaining and monitoring cost of sales.

**Floor Supervisor**

Ensure 100% guest satisfaction; Train and develop all front of house employees; Ability to control total labor percentages; Keep employees productive and motivated; Ability to develop floor plans; Knowledge of financial goals that need to be met; Knowledge of basic financials; Develop host and busser schedules; Asist with SIP (standards in place) reports, i.e. training and safety.

**Bar Supervisor/Bartender**

Ability to train potential bartenders; Complete bar SIP (standards in place) reports monthly; Complete inventory and tracking variances; Develop par levels to ensure bars are adequately stocked.

United Studios of Self Defense 8/2007- 4/2008

Webster, TX

July 2007 – February 2008

**Assistant Instructor**

Responsible for students well-being; Advertise the business (flyers, cold calls); Teach multiple forms of martial arts to adults and children; Interior designing.

**Awards/Honors**

Employee of the Month April of 2014

**Skills**

Bartending, Serving, Guest Relations, Inventory Control, Training, TABC certified, ServSafe certified

**References Available Upon Request**