

TERRY BINKER

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QUALIFICATIONS

- Ten years expertise in customer relations, staff supervision and inventory control and saved \$1500/month through improved vendor selection
- Designed and implemented easier scheduling format to decrease overtime and delivered presentations at industry seminars

PROFESSIONAL EXPERIENCE:

Jimmy's Restaurant, Syracuse, New York

Assistant Manager

January 2000 - Current

- Schedule staff of 24 to cover 80-seat restaurant; evaluate peak times to ensure optimal coverage as well as pair experienced staff with trainees to improve staff development
- Reconcile receipts at close of shifts and close of business; make daily bank deposits
- Oversee food delivery and storage; monitor food quality and vendor performance

Shift Supervisor

January 1999 – January 2000

- Direct supervision of 16 wait staff during peak times
- Resolved disputes to customer and company's mutual benefit
- Scheduled and directed mandatory seminars

Waiter

January 1997 – January 1999

- Customer service, cashiering, inventory monitoring

EDUCATION:

High School Diploma

- May 1998
- Syracuse High School
- Syracuse, New York