

Danel Williams
900 So Walden Way #208
Aurora Co 80017

Management Proven leader with a career spanning 18+ years. An accomplished, results-driven manager with over 15 years of restaurant leadership. Expertise in leadership customer service, training and mentoring. Exceptional communicator with demonstrated success building relationships with internal and external customers. Track record for consistently exceeding customer service expectations.

Qualification Highlight

- Culinary Skills
- Management and leadership
- Strong interpersonal skills
- Recruitment and Employment
- Coaching and Mentoring
- Administration and Payroll
- Problem Solving\ Process improvement
- Team Building and staffing
- Customer service leadership

Key Accomplishments

- Continually promoted to leadership positions over the last 11 years.
- Quickly became the lead “go-to” person for new and tenured customer service representatives for challenging customer interactions.
- Transferred to Texas to help create and design a new labor program which increased store profits by 40%
- Managed a high-volume workload with a deadline-driven environment, led teams consisting 35 to 100.
- Repeatedly commented for initiative, tenacity, enthusiasm, persuasiveness, intense customer focus and dependability in performance evaluations.

Relevant Experience Management and Leadership

- Managed front of the house/and Back of the house restaurants for many high volume restaurants.
- Directed efficient guest flow through participative shift management, scheduling a full working staff of up to crew members including servers, bus persons, host/hostess and bartenders.
- Oversaw employee relations encompassing staff recruitment training and performance evaluation.
- Prepared and distributed payroll for up to 85 employees
- Handled weekly inventory and vendor relations to ensure the timely and cost effective purchasing of food, beverages, liquor, beer and small wares.

- Effectively led and motivated employees through implementation of in-house training and incentive plans, resulting in increased productivity levels and employee satisfaction.
- Ran full service /fast food restaurants and trained cooks, servers, host/hostess, bartenders and cashiers.
- Created menus and setup specials menus for company holidays and parties.

Sales and Budget

- Average sales volume 120k to 950k a week for Safeway Inc.
- Increased sales from 40k a week to 60k a week for Taco Bell
- Worked with vendors with sales promotions and merchandising to enhance the visual attraction of products to customers.
- Ordered and Merchandised stores for over 80k a week for various industries
- Sales volume for 120k-200k a week a fast food/full service restaurant.

Employment History

- Chik Fila Kitchen Manager 2015-2016
- Red Robin –FOH/BOH Manager 2013-2016
Parker Colorado
- Taco Bell Palo Alto- GM
Aurora Colorado 2012-2013
- Taco Bell-GM
Seattle Washington 2011-2012
- Safeway Inc.- First Asst. Manager/Store Manager
Denver, Colorado 2006-2010
- Taco Bell Palo Alto GM
Denver Colorado 2003-2006
- CA1 Services (DIA)-Asst. Manager
Denver Colorado 2002-2003
- Rodizio Grill- Kitchen Manager
Englewood Colorado 2000-2002
- Chipotle Mexican Grill- Asst. Manager
Colorado/Texas 1999-2001

Education

- Bachelors of Science- UNC Greeley, Colorado
1992-1995
Completed 3 years
- LeCordon Bleu University Culinary Arts
Graduated April 2012

