

Terry Roberts

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Professional Summary

Provided world-class restaurant management including directing and managing full-service restaurant operations in an upscale hotel setting, ensuring impeccable quality management and customer service.

Demonstrated Competencies

- Human Resources Management
 - Quality Management
 - Facilities Management
 - Food Procurement & Inventory
 - Communication Skills
 - Safety & Sanitation
 - Project Management
 - Budget & Cash Management
 - Food Service Operations
 - Planning & Organization
 - Customer Service Management
 - Food Cost Analysis
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Qualifications & Accomplishments

Restaurant Manager

Hilton Hotel • Boston, Massachusetts

February 2003 to Present

- Directed and managed full-service restaurant operations in upscale hotel settings.
- Organized and oversaw health inspections on a quarterly basis in compliance with safety and health regulations to maintain hotel's high-quality standards.
- Supervised and administered food preparation and service for over 1,600 guests/day.
- Managed annual food service budget and performed forecasting for large-scale food service operations.

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Restaurant Supervisor

June 1998 to January 2003

Hyatt Hotel • Boston, Massachusetts

- ❑ Responsible for food procurement, inventory, and meal planning for 1,200 meals/day.
- ❑ Developed and implemented procedures that integrated quality management and safety practices.
- ❑ Responsible for human resources management including hiring and firing, forecasting and budgeting staffing needs, establishing staff compensation, scheduling staff, and administering comprehensive staff training.
- ❑ Established and maintained a strong customer-service orientation and cooperative, team environment among staff at all levels.
- ❑ Performed facilities management including the operation and maintenance of commercial grade, industrial kitchen equipment.

Education and Training

Culinary Institute of New York

Completed 125 credits toward degree in Culinary Arts • New York, New York

Boston University

Bachelor of Arts – History • Boston, Massachusetts