

PROFESSIONAL SUMMARY

Ambitious Regional Vice President eager to drive growth and improve operations with superior decision-making, problem-solving and organizational abilities. Well-versed in hospitality. Offering 20 years of related experience and a competitive nature focused on business success.

SKILLS

- Team Building
- Team Training and development
- Strategic decision-making
- Oral and written communication
- Territory management
- Sales Growth

WORK HISTORY

05/2017 to Current

Regional Vice President

Famous Steak House – Northeast

Oversee all operational aspects of 9 restaurants across 4 states, including overseeing the opening of two new locations

05/2014 to 05/2017

General Manager

Famous Steak House – Manhattan, NY

Managed all aspects of restaurant operations for this high volume, midtown steakhouse. Steadily grew sales and increased profitability throughout my tenure.

05/2014 to 05/2015

General Manager

Famous Steak House – Parsippany, NJ

I was responsible for all operational aspects of the restaurant as well as training new managers in one of our company's training centers.

09/2011 to 05/2014

General Manager

Famous Steak House – Weehawken, NJ

08/2009 to 09/2011

Manager

Famous Steak House – Manhattan, NY

03/2005 to 08/2009

Server

Famous Steak House – Manhattan, NY

EDUCATION

Ben NIELSEN

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Yorktown, NY 10598

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SENIOR OPERATING & MANAGEMENT EXECUTIVE Hospitality Industry

RESULTS-DRIVEN MANAGEMENT EXECUTIVE with 25+ years of operating, project management, and staff development experience in top-rated Elegant Dining Establishments. Track record combines strategic and tactical expertise with strong qualifications in general management, talent development, territory management, and human resources. Fast track, forward-thinking professional with proven ability to operate effectively under pressure in time-sensitive environments. Proven ability to remain calm in stressful situations.

Exceptional analytical and problem-solving skills. Able to quickly analyze and assimilate operational and financial subject matter and present a well-thought out point of view. *Experienced in streamlining systems and operations to increase profitability, productivity, quality, and efficiency.* Diplomatic, insightful professional with proven track record in promoting cooperation. Highly effective in *reorganizing, streamlining, and strengthening operations.*

*Delivered strong and sustainable revenue, asset, and profit gains
within an extremely competitive market*

Signature Skills and Competencies Include:

✓ Strategic Planning	✓ New Business Development	✓ Resource Management
✓ Business Focused Innovations	✓ Platform and Presentation Skills	✓ Mentorship
✓ Staffing & Management Development	✓ Project Management	✓ Process Reengineering
✓ Quality & Productivity Improvement	✓ Operations Infrastructure	✓ Performance Improvement
✓ Cost Containment & Profit Improvement	✓ Cross Functional Team Leadership	✓ Customer Relations Management

SELECTED CAREER HIGHLIGHTS

- ✧ **Achieved reputation as a highly-effective turn-around manager:**
 - ◆ Brought in to manage an underperforming establishment scheduled for closing, Swiftly delivered explosive profit growth through enhanced financial controls, inventory optimization, in addition to cutting-edge training in customer service.
 - ◆ Credited with substantial growth in customer base.
 - ◆ Instead of closing a 250 guest establishment, successfully orchestrated acquisition of additional space to produce a highly-revitalized fine dining establishment accommodating 400 guests.
- ✧ Known as an effective mentor / talent developer, engineering numerous internal promotions including management and executive chef.
- ✧ **Recognized as a High Performing Manager; Awarded Leadership Team of the Year** based on sales growth, guest satisfaction scores, and cost controls among other factors.
- ✧ Renowned for *setting earth shaking company-wide record* for single day, in-store sales.

PROFESSIONAL EXPERIENCE March 2005 - Present

FAMOUS STEAK HOUSE, Winter Haven, Fl (Corporate HQ)

Rapid promotions through a series of increasingly responsible promotions predicated on high performance and profit gains.

Regional Vice President – Northeast

May 2017 - Present

- ◆ Effectively direct all operational aspects of nine elegant dining establishments across four states.
- ◆ Profitably orchestrated opening of three new restaurant locations.
- ◆ Introduced a pioneering company definition of Hospitality which was incorporated into a newly developed enhanced hospitality training in cooperation with Human Resource and Education Departments.

**PROFESSIONAL
EXPERIENCE**

March 2005 - Present

Regional Vice President – Northeast *continued*

- ◆ Successfully launched a series of organizational development initiatives in cooperation with new strategic plans for substantial productivity / quality improvement.

Selected Achievements:

- ◇ Effectively instilled the 'Guest First' focus into management teams resulting in several locations placing in the top 10 of the company in average social media scores in late 2019 and early 2020.
- ◇ Achieved reputation for sharing credit with the entire team but will own the blame for something not working as expected.

General Manager – Manhattan, NY

May 2014 – May 2017

- ◆ Managed all aspects of restaurant operations for this high volume (525 guests) midtown steakhouse.
- ◆ Steadily grew sales and substantially increased profitability throughout tenure.
- ◆ As a recognized **High Performance** (on all KPIs) **GM** was selected to play an instrumental role liaising with HR and Legal departments to develop a training program that was shared with all restaurant management teams. Success of this program led to my promotion as Regional VP.
- ◆ *Specially selected* to perform franchise audits and coaching sessions to assist other management teams in improving operational effectiveness in their locations.

Selected Achievements:

- ◇ Restaurant selected as one of **OPEN TABLE'S Top 100 Restaurants in NYC** in 2015.
- ◇ Recognized for setting company-wide record for single day, in-store sales do \$114K, breaking own previous record of \$94K in comparison to next closest competitors \$85 – 90K. Achieved these outstanding results through direct management of reservations and critical operating decisions made throughout the day.
 - ◆ Company CEO compared this achievement to “... *it's like the first athlete breaking the four minute mile!*”

General Manager – Parsippany, NJ

May 2014 – May 2015

- ◆ Effectively directed all operational aspects of the restaurant (325 guests).
- ◆ Oversaw training of new managers in one of company's training centers.

Selected Achievements:

- ◇ Significantly improved efficiency and drove additional sales on high volume holidays.
- ◇ Recognized for establishing a culture of trust and fairness. Terminated toxic server who had a negative impact on other team members.
- ◇ Complimented by servers as “... *the most transparent GM hat the servers ever worked with.*”
- ◇ Recognized as a 'hands-on' manager often removing jacket and tie to wash dishes when dishwasher went home sick or to take care of a family matter.

General Manager – Weehawken, NJ

Sept 2011 – May 2014

- ◆ Was brought in to this 250 guest restaurant to prepare for store closing. Instituted effective cost controls, inventory management, menu optimizations and peak performance staff training, turning-around a failing restaurant into a thriving operation eventually obtaining additional space to nearly double guest capacity.

Manager - Manhattan, NY

August 2009 – September 2011

- ◆ Promoted to management position in recognition of demonstrated leadership and organizational abilities.
- ◆ Achieved significant efficiency gains, cost reductions, and profit growth leading to assignments in troubled restaurant locations.

FAMOUS STEAKHOUSE Manhattan, NY*continued*

Server

March 2005 – August 2009

- ◆ Consistently won or placed in top tier for numerous sales contests.
- ◆ Recognized for development and evolution of a '*Guest First*' mentality which focuses on the needs of the guests rather than making my own work easier, earning '*rave reviews*' and compliments to management.
- ◆ Served as coach / trainer for new team members and was recognized as a highly-effective leader among the team.
- ◆ Was always willing to assist, helping customers who were not in my station, recognizing that the success of the overall restaurant depended on the success of every team member.

COMPUTER SKILLS

Expertise in effectively using state-of-the-art software packages in accelerating operations and solving business problems: Microsoft Office Suite (Word, Excel, PowerPoint, Access), and diverse proprietary software.

EDUCATION

UNIVERSITY OF CONNECTICUT, Storrs, CT

Major: Music Media

WESTERN CONNECTICUT STATE UNIVERSITY, Danbury, CT

Major: Music Education**REFERENCES**

Excellent references will be furnished on request.