Mr. Kim Gregory



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Summary



PROFESSIONAL OBJECTIVE:

Seeking a responsible and challenging position where my Restaurant, Marketing, Sales, & Social Media Engineering experience will be utilized, and career goals attained.

SUMMARY OF QUALIFICATIONS:

30 Years’ Experience as a Restaurant General Manager and Front of the House Manager.

Pre-opening experience, unionized properties, boutique hotels, large volume properties, and luxury hotels. Excellent problem solver with proven record of identifying problems and implementing solutions to increase service levels and improve profitability. Focused individual with strong leadership capabilities and superior decision-making skills.

Fully experienced in all phases of food and beverage management, vendor relationships, food and beverage ordering, bookkeeping, liquor control, payroll, general facility maintenance, and staff scheduling. Restaurant, bar, opening experience, high end celebrity event catering sales and execution. Excellent communication and interpersonal skills.

Excellent with customer service excellence.

**Expert with several different types Point of Sale Systems. (Aloha POS, Micros, Squirrel, Restaurant Manager, ReServed, Open Table)**

I also have great references to back-up my employment history.

**Highlights**



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| ● | Staff development talent | ● | Customer-oriented |
| ● | T.I.P.S. certified, Food Handlers | ● | Strong leader |
| ● Full service restaurant background | | ● | Honed marketing skills |
| ● | Proven sales record | ● | Operations management |

**Experience**



**Opening General Manager – Confidential**

November 2016 to Present (Upscale Casual Dining Restaurant)

* Opening GM for this Restaurant from build out to opening day.
* **After the Aloha POS install, I maintain all updates, new product entries, and price changes.**
* Created Opening Performa budgets for Restaurant, for the first 6 months of restaurant.
* Created all opening inventories for front of house, tables, bar, dining room, liquor, beer, wine
* Created all the pre-hire manuals, hired the staff and lead the three-week pre-opening training.
* Created all opening financial systems, bar, server, petty cash, accounting, income statement, P & L’s
* Created Opening Progress and planning report, maintained this report from start to finish.
* Opened all new accounts for beer, wine, sake, barista, and dry goods.
* Built on-line relationship with around 500,000 people from Social Media to City Councils through lists..

**Sale Executive/Project Manager for Aloha POS System, SDCR Inc.**

November 2014 to November 2016

(Restaurant Point of Sales Aloha Expert with Certifications from NCR)

**Responsible for 60 (Restaurants) successful implementation of ALOHA/NCR Point of Sale solutions for small to medium sized customers 60 customers, including hardware and software installations, while ensuring customer satisfaction quality.**

* Front Line representative responsible for understanding and fulfilling customer needs immediately after new system/solutions sold.
* Successfully manage installation activities in more complex environment, defined by customer, project term, scope and risk.
* Responsible for providing and analyzing install metric data to customer and internal organizations.
* Trains customers on how to use Aloha POS systems, develop documentations.
* Document business processes and requirements in order to implement the most effective solution for the customer.

**Responsible for the analysis, design, configuration, and deployment of Aloha POS/NCR’s suite of software solutions.**

• Implement Aloha software and process solutions for quick service and table service operators. The solutions include point of sale, inventory, labor management, forecasting, and enterprise reporting

• Develop and configure the solution to meeting the client’s needs

• Test solution in preparation for deployment

• Remote login to help customers with technical issues with POS

• Create internal and well as external training materials

**Opening General Manager for New Lounge Concept (Moved back to LA from Michigan)**

February 2012 to October 2014

**Salvage LA Lounge** – Los Angeles, CA

* Helped restaurant and lounge group with start-up (several opening projects worked on during my 5 months on a consultant contract, that then turned into a full time position). Implemented all policies, procedures, standards, specifications, guidelines and standard operating training programs.
* Achieved company objectives in sales, service, quality, social media marketing, appearance of facility and sanitation and cleanliness.
* Trained front of house of managers and created a positive, productive working environment.
* Controlled petty cash and other receipts by creating proper cash and receipt handling procedures.
* Trained managers on these procedures and constantly monitored company policies.
* Trained managers and Front of House staff on the POS system. I was the Restaurant contact with the POS.
* Reconciled all petty cash entries on a weekly and monthly basis, ensuring that the initial closing balance sheets are accurate.
* Entered all profit and lost entries, cash and credit card entries into weekly income statement.

**Caretaker (Mother in Michigan)**

January 2011 to February 2012

Moved back to Michigan to be with my mother after my father passed away. Was not employed during this period.

**General Manager and % Partner (My Father Passed away and I moved to Michigan)**

March 2010 to December 2010

**Kubar Hollywood** – Hollywood, CA

* Helped restaurant-nightclub group with operations start-up (several opening projects).
* **I was the Aloha POS contact; I updated the Aloha POS System with menu changes and price changes.**
* Ensured that all food and beverage products were consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.

**General Manager (Restaurant Closed)**

February 2008 to March 2010

**Falcon Hollywood** – Hollywood, CA

* Raised the weekly average sales of 22k to average 40k per week.
* Managed all phases of Food and Beverage management, vendor relationships, food and beverage ordering, bookkeeping, liquor control, payroll, general facility maintenance, and staff scheduling.
* Managed all high-end events, and catering sales. (Emmy, Oscars, MTV, and Screen Actors Guild Award Parties)
* I was the Squirrel POS contact; I updated the Squirrel POS System with menu changes and price changes.
* Managed all social media marketing, nightclub promoter efforts, up selling programs, and special promotions.
* Maintained strong relationships with over 100 major LA & NYC nightclub promoters.

**Social Media Engineer Computer Consultant (Online Business)**

November 1998 to March 2018 (Still Consulting)

**The Flat World Network/Purfusion Inc.**

* The Flat World Network/PurFusion Inc. was a premier computer business solutions provider for online corporate, association, charity, sports and entertainment identity.
* Enabled our clients to promote, conduct and optimize their internet business opportunities, achieved a powerful and unique online identity, and profited from real time market demographic information.

**General Manager**

November 2006 to February 2008

**Pig' N Whistle Hollywood**– Hollywood, CA

* Booked over 100 parties through marketing and reaching out to my contact database.
* Continued to maintain strong relationships with over 100 major LA and NYC nightclub promoters Implemented online calendar for booked parties, promotions, and special events.
* Reduced and contained labor, food, and operating costs while significantly improving profits and maintaining customer service and quality.
* Booked all bands for our 6 nights a week live music night in our live music backroom.
* I was the Restaurant Manager POS contact; I updated the RM POS System with menu changes and price changes.
* Created new excel financial reporting and bar management controls which resulted in a 24% to 18% reduction in liquor cost, liquor inventories reduce from $43,000 to $21,000.

**Assistant General Manager**

February 2004 to December 2006

**Avalon Hollywood/Spider Club** – Hollywood, CA

* As General Manager and Assistant General Manager we took Avalon Hollywood to the #1 and #2 club in the world in 2005 and 2006, achieved this by booking Live DJ's. (Tiesto, Bad Boy Bill, Ferry Corston)
* Booked Live Music with Live Nation booking agent, also was the lead contact between Avalon Hollywood and Live Nation.
* Reorganized financial and management controls which resulted in a 5% reduction in liquor cost and reduced labor from $3000.00 to $0.
* **I was the Aloha POS contact; I updated the Aloha POS System with menu changes and price changes. I also help with taking the 24 terminal Aloha system from all wireless system to a Cat-5 wired system.**
* Developed short and long-term strategic sales and marketing programs, I achieved this with strategic sales, marketing, and promotions plans.
* Managed over 100 events (E3, Movie Cast Parties, and MTV) annually with an average head count of 20 - 1200 people (2 million dollars in Special Events).
* Managed a staff of 140 employees which including hiring and firing, employee training, and employee development.
* Wrote, developed, and implemented new standard operating procedures. (Employee Handbook, Security Handbook).

**Director of the Foundation Room-House of Blues Sunset Strip (4 Star Fine Dining Restaurant)**

September 2000 to March 2004

**House of Blues** – West Hollywood, CA

* Replaced 3-person management team, assuming responsibility for all operating functions of the foundation room.
* Responsible for the development of unique foundation member promotions that resulted in an increase in sales per VIP foundation member.
* Created with Dick Scott (manager of New Kids on The Block, Boys II Men, New Edition) a Tuesday night band night in the foundation room with local Los Angeles Bands. Concerned the best live music night in 2003 and 2004.
* Managed over 100 events (Paul Allen 50th Birthday Party, The Oscars, and Brook Burke's Wild On) annually with an average head count of 20 - 1200 people (4 million dollars in special event sales).
* Maintained excellent standards of compliance with all House of Blues, state, and local safety health codes.
* Updated and rewrote foundation member's service manual, security manual, front-of-house service staff manual, and Concierge operation manual.
* Moved to Los Angeles in 2000).

**Assistant General Manager**

December 1999 to September 2000

**Rose's on Reeds Lake**– East Grand Rapids, MI

* Coordinated with local sales reps and doctors the "Dine in Dash" program which generated $80,000 a year in food sales.
* I was the Micros POS contact; I updated the Micros POS System with menu changes and price changes.
* Researched and developed new food items for spring, summer, winter, and bar menu.
* Designed and built 500-bottle wooden wine rack; set up bin numbers and storage procedures
* 10 years as a General Manager or Assistant General Manager in New York City.
* Moved back to Michigan after 10 years in New York City.

**General Manager and Partner**

July 1996 to December 1999

**The Grotto Lounge & Limoncello Restaurant (4 Star Fine Dining) at the Michelangelo Hotel** – New York City, NY

* Voted Top Cigar Bar in 1997 by Cigar Aficionado Magazine
* Developed standard operating procedures and operation manuals for my new start-up cigar bar and restaurant.
* I was the Micros POS contact; I updated the Micros POS System with menu changes and price changes.
* Created a VIP membership program with over 500 members.
* Created a Live Jazz Night with local New York City Bands.

**Assistant General Manager**

February 1992 to August 1996

**The Coffee Shop, Union Square** – New York City, NY

* Negotiated and purchased all food, beverages, dry goods, and equipment.
* Researched, implemented, and upgraded Micros 4700 system to the 8700 Micros system.
* Booked Live Brazilian Bands for Saturday and Sunday Brunches.

**General Manager and Bar Manager**

October 1989 to March 1992

**Ark Restaurants** – New York City, NY

* America Restaurant - 180 employees; 400 seats, $7 mm sales.
* Poiret Restaurant - 40 employees; 80 seats, $1.5 mm sales. (4 Star Fine Dining)
* Metropolitan Cafe - 100 employees; 250 seats, $3 mm sales.
* B Smith's Restaurant- 120 employees; 300 seats, $3 mm sales. Booked all bands in our upstairs live music lounge.
* Moved to New York City 1990

**Branch Manager and Route Supervisor**

September 1982 to October 1989

**Hostess Cake Company** – Grand Rapids, MI

* Managed 12 sales representatives and 780 accounts with annual agency sales more than $4 million per year.
* Interviewed, hired, and conducted sales training program for route sales staff.
* Recipient of four "Supervisor of the Year" awards and One "Branch Manager of the Year" awards.

**Education**



**Aquinas College** 1989

Grand Rapids, MI, Kent County

Business Admin

Business Courses

**Davenport College** 1984

Grand Rapids, MI, Kent County

English

English Courses

**Education and Professional Training**

Computers, Social Media, Networking, Outlook, Excel, Word

Select One

Sexual Harassment Certified, T.I.P. Certified.

Furthermore, I have an in depth knowledge of diverse Computer Functionality and Social Media Engineering including the following: Sales, Marketing, Restaurant POS, Facebook, LinkedIn, Twitter, YouTube, Online Branding/Marketing, PPC, Microsoft Word, Excel, PowerPoint, Outlook 2007, VOIP, IPTV, eStationary, Hosting, Web Design, Search-Engine Optimization, Online Video Streaming, Data and Lead Generation, Online Community Development, Software Proprietary, Added-Value of High-Level Partnerships, Merged Technologies, Identifying, Design and Business Intelligence. I am also an active member of several internet marketing groups such as Forrester Group and Altimiter Group that educate career professional in the current market to increase ability of brand building.