

# STEVEN BUSLLER

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## Expert in Restaurant, Food Service and Hospitality Management

*INFUSING Operations - Technology - Service - Culinary Quality*

*To Create Outstanding Bottom Lines & Customer Experiences*

### PROFESSIONAL SUMMARY

*Policies & Procedures - Revenue Planning & Reporting - Streamlined Operations*

Management and consultant professional with 15 years of diverse experience, specializing in restaurant, food service and hospitality industries, focusing on establishing excellence in operations and service while upholding outstanding culinary standards. Passionate at identifying operational inefficiencies and leveraging analytical thinking to seamlessly integrate new strategies, processes and procedures that impact the bottom line. Focused leader committed to mentoring and training teams to excel in all areas of service. Possess the knowledge and hands on experience to impact all culinary aspects and quality to improve company sales and brand. An individual who is extremely dedicated, dependable and reliable; has built a reputation based on trust and achieved results. Exhibits high-levels of common sense with the ability to think out-of-the-box to attack and solve simple and complex issues and challenges.

### PROFESSIONAL SKILLS

- Full New Business Set-ups
- P & L Management
- Financial Analysis & Reports
- Labor Cost Control
- Inventory Management
- Audit & Policy/Procedures
- Diverse Culinary Knowledge
- Kitchen & Bar Execution
- Menu Planning & Pricing
- Event Set-up & Promotions
- Service Standards
- Human Resources
- Recruiting/Hiring/Staffing
- Team Building & Training
- Bilingual English/Spanish
- POS System Set-up/Training
- Aloha & Digital Dining
- COMPEAT & MICROS
- Micro Soft Office & Apple
- Illustrator & Photoshop

### HIGHLIGHTED SUCCESS

- Successfully revamped operations of a failing new restaurant/live music venue [Rodeo Rib House] Increased weekly sales from \$100K to \$200K | Reduced inventory from \$300k to \$125K by implementing new digital inventory system | Reduced payroll expense by 24% | Established standard operating procedures with culinary staff
- Spearheaded the grand opening from ground up of two profitable restaurants [Amigos and American Tradition] interviewed and hired support staff | Trained teams on service standards and menu sales | Designed beverage program and bar lay out, yielding a 86% profit margin | Created and implemented; front of house standards and procedures, accounts payable system and manpower forecasting-scheduling | Created a winning team spirit
- Carmine's - San Francisco, CA | "Carmine's TV" Cooking reality television show | Culinary producer, researched and developed two recipes per episodes for five episodes per week.

### PROFESSIONAL EXPERIENCE

#### CONCEPTS CONSULTING INC. - San Francisco, California

2001 - Present

President/Owner/Operator

Sourced by full service restaurants, food service and hospitality companies to create, launch, and direct the team training of streamline operations including; establishing new processes and procedures impacting overall operational efficiency; revamping back office reporting practices and ensuring accuracy of financial data. Building cohesive teams with the front and back-of-house teams to achieve common sales and service goals. Training managers in new systems and processes; overseeing hiring practices; coaching and mentoring managers and support teams in service standards and performance improvements; and educating ownership groups including senior management on effective use of POS reports to track sales, profit centers and inventory to aid in forecasting and planning to eliminate waste and maximize profits. Working with; owners, managers and culinary teams to create exciting, sales generating and profitable menus.

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## PROFESSIONAL EXPERIENCE *Continued*

### HIGHLIGHTED CLIENT LIST *full client list available upon request*

#### **Gordano Restaurant Group** - San Pablo Bay, California

- [\$28M sales/yr.] Seven restaurants/five separate brands, quick service to casual and fine dining.

#### **Rodeo Rib House** - Santa Clara, California

- [\$7.75M sales/yr.] 750 seat full service casual restaurant and live music venue.

#### **American Traditions** - Belmont, California

- [\$1.75M sales/yr.] 160 seat full service casual restaurant and live music venue.

#### **Sea View** - San Francisco, California

- [\$1.5M sales/yr.] 100 seat full service casual restaurant

#### **Amigos** - Los Altos Hills, California

- [\$2.25M sales/yr.] 150 seat full service Mexican restaurant and live music venue.

#### **Italy's Best** - San Francisco, California

- [\$1.75M sales/yr.] 150 seat fine dining Italian restaurant.

### OPERATION & PROFIT ACCOMPLISHMENTS

- Increased nightly profits of 14% by discovering intentional bar tender's miscalculations of receipts.
- Applied Six Sigma principals to streamline operational processes and accountability to increase profits.
- Identified and corrected error in POS system with sales tax billing calculations resulting in a 7% increase in profits.
- Created snap-shot and tracking of operations for senior management by installing and using onsite/online surveillance systems and customized POS reporting, highlighting profit/shortage pitfalls to ensure and measure team compliance.
- Maintained 61% prime costs on \$175K weekly sales by creating and implementing new systems of operations.
- Established inventory control systems to reduce waste, increase inventory turns and return on investment.

### SALES & SERVICE ACCOMPLISHMENTS

- Increased sales by redesigning menu layouts allowing for 60/40% food/beverage split ahead of industry standards.
- Enhanced service and quality by collaborating with culinary team to establish BOH standard operating procedures.
- Improved sales/profits by educating owners/chefs to take advantage of seasonal and predominately local products.
- Played key roles as interim chef during upgrading and hiring transitions of new Executive Chefs.
- Served as acting General Manager during transitions of hiring, training and promoting of General Managers.
- Maintained high service levels by training managers on proper staff scheduling/forecasting/seasonal sales trends.
- Established training sessions on menu selling of chef specialties and food/drink pairing to increasing the average sale.
- Amplified customer experiences by installing proven and common sense customer service techniques and standards.

#### **Avoir - Las Angeles, California - Chef de Cuisine**

**2000 - 2001**

Created marketable and profitable menu alongside Executive Chef/Owner Jimmy Bradley | Presented daily specials

#### **GIOVANNI'S - Covina, California - Senior Sous Chef**

**1999 - 2000**

350 seat brasserie | Executed meal service 1,000/day | Developed culinary SOP with Executive Chef Daniel Orr

#### **WINDSTAR CRUISES - Seattle, Washington - Executive Chef**

**1995 - 1999**

Produced high level cuisine for 175 passengers, 5 daily meals with galley staff of 5 | Health and sanitation standards

## EDUCATION

#### **Associate of Art, Occupational Studies** - Deans List, GPA 3.7

**1994**

Culinary Institute of America, Hyde Park, New York