

JAEAL ALLEN

HOSPITALITY PROFESSIONAL

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Seasoned Hospitality Expert with over 18 years of hands-on experience. Renowned for swiftly mastering new procedures and consistently raising the bar for customer service excellence. A charismatic communicator, adept at fostering genuine connections with guests and building collaborative team environments. Demonstrated leadership in mentoring, nurturing, and guiding teams towards achieving top-tier performance in quality, aesthetics, cost-efficiency, and safety. Rich and diverse background spanning across various facets of the restaurant and hospitality sectors.

PROVEN EXPERTISE IN:

- ⊙Operations Management ⊙Financial Management
- ⊙Regulatory Compliance ⊙Customer-First Mindset
- ⊙Vendor Management ⊙Event Management
- ⊙Data Analysis ⊙Food and Kitchen Safety
- ⊙Leadership ⊙ Adaptability ⊙Communication ⊙Problem-Solving ⊙Team Collaboration
- ⊙Conflict Resolution

PROFESSIONAL EXPERIENCE

LIVE! AT THE BATTERY ATLANTA - SERVICE MANAGER - Atlanta, GA - 2023

- Oversee day-to-day service operations, ensuring that our clientele receive an unparalleled service experience.
- Hire, train, and mentor front-line staff. Ensure that they understand and deliver on our service standards.
- Monitor and manage operational expenses to ensure profitability. Regularly review P&L statements, making adjustments as necessary to achieve financial objectives.
- Address and resolve any customer complaints or concerns swiftly and professionally, ensuring customer satisfaction.
- Work closely with other departments, including the culinary team, marketing, and events, to ensure seamless service delivery and special event success.
- Analyze service delivery metrics and feedback to identify areas of improvement and implement strategies to address them.
- Ensure that the venue adheres to all local, state, and federal regulations related to service, safety, and other relevant areas.
- Manage and nurture relationships with suppliers and service providers to ensure timely and cost-effective delivery of products and services.

KINGS DINING & ENTERTAINMENT - HOSPITALITY MANAGER - Raleigh, NC - 2021-2023

- Supervising and coordinating catering, maintenance, supplies, renovations and furnishings and dealing with contractors and suppliers.
- Managing budgets, financial plans, and statistical and financial records and defining sales and profit targets; analyzing sales figures and devising marketing and revenue management strategies.
- Recruiting, training, and evaluating staff, as well as scheduling work hours and checking time sheets.
- Driving day-to-day operations of welcome desk to provide quality service to guests, courteously greeting guests and providing exceptional service to meet guest satisfaction, following protocols and ensuring issues were resolved.

COLLEGE CHEFS - KAPPA ALPHA THETA- HEAD CHEF - Raleigh, NC

MAY- NOVEMBER 2021

- Organizing all stations and making sure all ingredients are fresh and correctly prepared as possible.
- Following Safety Food Rules, such as meat temp, cutting boards, sanitizer buckets, food labels, proper uniform and personal hygiene.
- Providing excellent service to all students, visitors and staff and serving dishes to their liking and dietary restrictions.
- Effectively communicating with co-workers and working together as a team in a safe environment.
- Communication with Food Warehouses to deliver fresh and high quality ingredients.
- Creating new dishes for upcoming menus in the future
- Maintaining well organized mise en place to keep work efficient and consistent
- Scheduling, inventory managing and supply ordering to maintain fully stocked kitchen.
- Determining purchasing specifications and budgetary allotments for all menu items.

PYRAMID HOTEL GROUP - CHEF DE CUISINE - Charlotte, NC 2019-2020

EXECUTIVE SOUS CHEF - Woburn, MA 2018-2019

- Managed 15 kitchen staff in preparation of entrées, specialty dishes, and desserts in a high-volume restaurant.
- Created unique menu items and plate presentations. Standardized innovative production recipes to maintain consistent cuisine and guest satisfaction.
- Participated in developing and implementing policies and procedures for smooth operations and food safety.
- Planned monthly staff and production schedules.
- Monitored equipment maintenance and sanitation of kitchen facilities.
- Collaborated with Executive Chef on inventory control, employee concerns, and operations.
- Established the day's priorities and assigned production and preparation tasks for back of the house (BOH) Kitchen Staff to execute.
- Supported procedures for food & beverage portion and waste controls.
- Requisitioned the day's supplies and ensured that they were received and stored correctly. Communicated needs with the Purchasing and Store Room personnel. Ensured quality products were received.
- Instrumental in menu design, recipe development, marketing plans, scheduling, maintenance requirements, ordering and staff relations.

THE BEEHIVE- EXECUTIVE SOUS CHEF - Boston, MA

2014-2018

- Oversaw culinary efforts involving preparation of distinctive cuisine for high-volume, full-service restaurant with \$8 million in annual sales.
- Played integral role in bringing food costs down to 28% from 34% by accurately monitoring and reporting food/labor costs and waste.
- Formally commended for significantly improving unique menu selections and presentations.
- Enhanced employee retention and morale by tactfully promoting team environment, emphasizing guest relations, and instituting a positive means of dealing with stress in a high-volume operation.

MOSAIC CAFE - EXECUTIVE CHEF - Charleston, SC

2012-2014

- Supervised the dining and service operations for full-service restaurant generating \$1.5 million in annual revenue.
- Coordinated and executed catering services, both on and off-site for events ranging from weddings to conferences.
- Established consistent procedures to maximize guest enjoyment.
- Controlled food wastes and implemented improved process to minimize losses.
 - Operated at 23% labor and 28% food cost.
- Inspected kitchen cleanliness and procedures frequently.

RADIAL CAFE - SOUS CHEF -Atlanta, GA

2009-2012

- Continually trained and developed staff of 6 to improve food quality, enhance presentations, and

improve productivity; improving performance by 20%.

- Oversaw food preparation and production, ensuring food safety procedures are 100% adhered to.
- Developed process that reduced waste by 40% and improved supply turnover by 70%.
- Encouraged a positive work environment attentive to customer needs.

PROFESSIONAL QUALIFICATIONS

Le Cordon Bleu College of Culinary Arts - Tucker, GA - Associate of Applied Science in Culinary Arts
ServSafe Certified