

CHRISTOPHER LITTLE

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SUMMARY

Results-focused Beverage and Restaurant professional with over 25 years of experience. Strengths in creative menu and recipe development, training and corporate procedures creation, and working with corporate vendors. Proactive leader with strengths in communication and collaboration. Proficient in leveraging Restaurant Operations and Liquor, Beer, and Wine knowledge to promote overall unit success. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes.

SKILLS

- Corporate leadership
- Diverse beverage knowledge
- Food and beverage sales
- Instituted intensive training programs to improve employees' understanding of corporate products and services.

EXPERIENCE

02/2015 to 06/2020

Corporate Beverage Manager

Burtons Grill & Bar LLC — Andover, MA

- Oversaw both alcoholic and non-alcoholic beverage programs for two concepts and 22 locations in 8 markets.
- Negotiated all Liquor, Beer, and Wine Menu placements for all locations with corporate vendors.
- Wrote Wine, Beer, Cocktail, and Non Alcoholic menus for all locations.
- Developed all Cocktail Recipes to meet corporate standards for quality, ease of executions, and profitability.
- Created Beverage Special Program to allow location level Cocktail, Beer, and Wine features chosen by the management and staff.
- Developed and Executed Limited Time Offering programs to increase foot traffic while driving profits and guest satisfaction.
- In charge of Bar design and equipment packages for all new locations as well as retrofitting current locations.
- In charge of glassware package selection for all locations.
- In charge of 2 annual Seasonal Menu Roll Outs
- Helped develop corporate standards for all Beverage related prep to ensure consistency across all locations.
- Developed all Beverage related Training Programs for both concepts, including Core and Seasonal Menus.
- Performed location evaluations for adherence to company standards.
- Improved profit margins by streamlining operations and workflow and negotiating competitive vendor contracts.
- Collaborated in development of new product request procedures.
- Used Menu Link software system to maintain 4000 item Liquor, Beer, and Wine database to ensure proper tracking and minimize variances.
- Acted as Bar Opening Coordinator for all new locations.

12/2011 to 02/2015

General Manager

Burtons Grill & Bar LLC — Burlington, MA

- Coordinated monthly budgets, managed profit and loss and consistently met desired margin targets.
- Enhanced operational performance by developing effective business development strategies, systems and procedures.
- Encouraged, trained and disciplined employees to maximize performance.
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications.
- Streamlined operational efficiencies by coordinating staff development and succession planning.
- Developed 9 internal candidates for general management/executive chef promotion opportunities.
- Conducted weekly directional meetings for management staff to ensure operational excellence as well as maintain group morale.
- Managed scheduling for 120 employees to ensure optimal productivity.
- Trained and developed culinary personnel to strive for continuous knowledge and professional development.
- Set sales budget for all prime costs, loss of goods and controllable items to improve cash flow.
- Engaged in grass roots marketing, reaching out to community schools, charities, and institutions to become a valuable corporate neighbor.
- Collaborated with communications team to create marketing communication plan to advance business branding and sales.

08/2007 to 12/2011

Restaurant Manager

Burtons Grill & Bar — Boston, MA

- Mentored front of house personnel on company policies customer service techniques and professional communication.
- Championed 100% guest satisfaction by providing excellent dining experience.
- Trained workers in every restaurant position, including food preparation, money handling and cleaning roles.
- Assigned tasks and oversaw employees to ensure compliance with food safety procedures and quality control guidelines.
- Identified, investigated and corrected operational issues such as inventory waste or theft to keep business operating at optimal levels.
- Monitored business levels and realigned team positions to provide optimal coverage for customer demands and patronage patterns.
- Estimated supply requirements based on historical needs and projected business levels by accounting for special local events or sports games.
- Kept facility and equipment in good working condition through regular preventive maintenance and repair schedules.
- Conducted daily pre-shift and weekly departmental meetings to ensure organizational efficiency.
- Coached team members on food safety and sanitation processes, customer service, menu education and up-selling techniques to drive revenue.
- Performed restaurant walk-throughs to gauge timeliness and excellent

service quality.

- Consistently maintained high levels of cleanliness, organization, storage, and sanitation of food and beverage products to ensure quality.
- Optimized profits by controlling food, beverage and labor costs daily.
- Supervised all kitchen food preparation while operating in demanding, high-volume environment.
- Prepared mise en place every day to promote efficient preparation of signature dishes.
- Adjusted seasonal plans to source local ingredients and aligned special dishes with area events.
- Created diverse cuisines, including full restaurant, special event, catering and tasting menus.
- Avoided cross-contamination from utensils, surfaces and pans when preparing meals for individuals with food allergies and gluten intolerance.
- Performed as head chef as needed to maintain team productivity and restaurant quality.

EDUCATION AND TRAINING

2000

Bachelor of Arts: Liberal Arts And General Studies
University of Massachusetts - Lowell — Lowell, MA

CERTIFICATIONS

- ServSafe
- First Aid/CPR
- TIPS
- MA Allergy Awareness