

Milo Johnston

Assistant Manager, Restaurant Operations

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STRENGTHS

- 🗣️ **Guest Recovery**
Handled difficult table conversations with calm listening and practical solutions. Follow up coaching helped prevent repeat service issues.
- 👥 **Shift Leadership**
Moved between floor, expo, line, seating, and bar support during rushes. Teams gained steady direction when pressure rose.
- 🎓 **Employee Coaching**
Used station practice, documented feedback, and fair evaluations. New employees earned readiness before working independently.
- ✅ **Operating Discipline**
Kept counts, paperwork, line checks, and supply requests connected. Managers received clearer information for daily decisions.
- ♥️ **Food Safety**
Walked preparation and sanitation areas before service. Small corrections early protected presentation, cleanliness, and guest confidence.

SKILLS

Restaurant Operations

Guest Service

Employee Scheduling

Team Training

Performance Coaching

Recruitment Support Line Checks

Food Inventory Liquor Inventory

Cost Control Sanitation

Health Compliance

Safety and Security

SUMMARY

Restaurant management professional with four years of experience leading high volume casual dining shifts across front of house and kitchen operations. Progressed from shift supervision into assistant management through dependable execution in staffing, scheduling, **guest service**, complaint resolution, line checks, inventory, cost awareness, sanitation, safety, and daily paperwork. Coaches employees through orientation, station practice, documented feedback, evaluations, and development conversations. Maintains calm judgment during busy service while moving between expo, guest seating, line support, bar operations, and floor leadership. Protects **food quality** and **Health Department standards** through preparation checks, cleanliness walkthroughs, maintenance reporting, and policy reinforcement. Brings practical knowledge of **food and liquor inventory**, restaurant technology, security procedures, and corrective action documentation, with a strong record of supporting reliable service across varied shifts and weekends.

EXPERIENCE

Assistant Restaurant Manager, Casual Dining Operations

Canyon Table Kitchen 📅 August 2024 - Present 📍 Lakewood, CO

Leads daily front of house and kitchen operations for a busy casual dining restaurant. Owns staffing coverage, guest recovery, food readiness, inventory, paperwork, coaching, sanitation, safety, and cost awareness. Supports service directly during peak periods across expo, seating, line support, and bar operations.

- Led high volume shifts across dining and kitchen teams, preserving service flow, **food quality**, and sanitation.
- Built weekly schedules around sales forecasts and availability, protecting coverage and labor discipline during changing traffic.
- Performed pre service **line checks** for preparation, presentation, stocking, and **sanitation** before guest arrival.
- Resolved table complaints through active listening and practical recovery decisions, then coached recurring service issues.
- Managed food and beverage counts, **daily paperwork**, supply requests, and cost reviews for operating decisions.
- Coached employees through **orientation**, training, documented feedback, evaluations, **safety**, security, and policy reinforcement.

Restaurant Shift Supervisor, Guest Service Operations

Front Range Social House 📅 October 2022 - July 2024 📍 Golden, CO

Directed opening, peak service, and closing shifts across host, service, bar, expo, and kitchen support stations. Coordinated employee deployment, guest recovery, training, **inventory**, sanitation, maintenance reporting, and **performance documentation** while building readiness for assistant management.

- Directed opening, peak service, and closing shifts across host, service, bar, **expo**, and kitchen stations.
- Monitored **table visits** and guest feedback, coordinating recovery actions that protected dining experience during difficult interactions.
- Trained new employees through orientation and station practice, confirming readiness before independent assignments.
- Completed food and liquor counts, flagged shortages early, and supported informed ordering adjustments.
- Maintained restaurant organization through **sanitation** walkthroughs, safety checks, and timely maintenance reporting.
- Documented performance concerns with clear observations, fair coaching, evaluations, and **corrective action** support.

Maintenance Coordination

Conflict Resolution

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

3.9
YEARS

Assistant Restaurant Manager, Casual Dining Operations at Canyon Table Kitchen (2.2 Years)

Restaurant Shift Supervisor, Guest Service Operations at Front Range Social House (1.8 Years)

PROJECTS

Peak Service Readiness Program 📅 2025

Small service improvements change a busy shift. Created a practical readiness routine connecting staffing, line checks, station supplies, guest flow, and recovery coaching before peak periods.

Inventory Accuracy Workflow 📅 2024

Inventory tells a story before sales reports do. Organized food and liquor count steps, shortage notes, supply requests, and daily paperwork for clearer operating decisions.

LEADERSHIP & AWARDS

- Assistant management promotion earned through consistent shift leadership, guest recovery, coaching, and operating discipline in 2024.
- Recognized by restaurant leadership for dependable service recovery, fair feedback, and calm decisions during high volume periods.
- Selected for expanded responsibility across scheduling, inventory, sanitation, safety, and employee development.

EDUCATION

Associate of Applied Science in Hospitality Management

Red Rocks Community College 🎓 GPA: 3.5 📅 2022 📍 Lakewood, CO

Coursework: Restaurant Operations, Food Safety, Hospitality Supervision, Cost Control

CERTIFICATIONS

- ServSafe Food Protection Manager Certification 📅 2024
- ServSafe Alcohol Certification 📅 2024

TECHNICAL SKILLS

- Restaurant Operations:** Shift leadership, Front of house, Kitchen operations
- Guest Service:** Table visits, Complaint resolution, Service recovery
- Staff Scheduling:** Sales demand planning, Availability tracking, Shift coverage
- Employee Development:** Orientation, Station training, Performance evaluations
- Inventory Control:** Food counts, Liquor counts, Supply requests
- Cost Management:** Labor discipline, Usage review, Department costs
- Food Safety:** Line checks, Food preparation, Product presentation
- Sanitation Standards:** Cleanliness walkthroughs, Health Department, Safe handling
- Safety Operations:** Security checks, Maintenance checks, Repair reporting
- Restaurant Administration:** Daily paperwork, Documentation, Operating records
- Service Stations:** Expo, Guest seating, Bar operations
- Performance Management:** Coaching conversations, Corrective action, Feedback documentation

PROFESSIONAL AFFILIATIONS

- Hospitality management graduate committed to practical restaurant leadership and dependable guest service.
- ServSafe certified restaurant leader engaged with food safety, responsible alcohol service, and Health Department standards.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST