

# Henry Guzman

Restaurant Manager | Hospitality Professional | Bartender

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## PROFESSIONAL SUMMARY

Results-driven hospitality professional with 15+ years of progressive experience in restaurant management and bar operations. Proven track record of managing high-volume establishments, leading cross-functional teams of 20+ staff members, and driving revenue growth through strategic marketing and operational excellence. Expert in budget management, staff training, inventory control, and delivering exceptional customer experiences. Bilingual communicator with strong leadership abilities and a commitment to maintaining the highest standards of service quality.

## CORE COMPETENCIES

### Management

Restaurant Operations, Team Leadership, Staff Training & Development, Budget Management, Revenue Optimization, Strategic Planning

### Operations

Inventory Control, Vendor Relations, Quality Assurance, Cost Control, Event Coordination, Compliance Management

### Customer Service

Guest Relations, Complaint Resolution, Service Excellence, Mixology, Food & Beverage Knowledge, Hospitality Standards

## PROFESSIONAL EXPERIENCE

### Pop's Restaurant

2019 – Present

*Bartender | Bar Operations Lead*

- Prepare and serve extensive selection of craft cocktails, mixed drinks, and premium beverages for high-volume bar and restaurant operations
- Demonstrate leadership and team development by interviewing, training, and mentoring new bartending staff on service standards and mixology techniques
- Optimize inventory management by forecasting demand based on seasonality, local events, and customer preferences, reducing waste by 15%
- Maintain exceptional customer service standards, consistently receiving positive feedback and repeat patronage
- Ensure compliance with health, safety, and alcohol service regulations while maintaining organized and efficient bar operations

### Hotel Dreams in the Romana, Dominican Republic

2007 – 2018

*Restaurant Manager*

- Managed full-scale restaurant operations for upscale hotel property, overseeing daily activities, staff scheduling, and service delivery for 150+ seat establishment
- Recruited, trained, and supervised team of 20+ front-of-house and back-of-house staff members, fostering culture of excellence and accountability
- Developed and managed annual operating budgets exceeding \$500K, consistently meeting financial targets through strategic cost control and revenue optimization
- Implemented marketing initiatives and promotional campaigns that increased restaurant revenue by 25% over three-year period
- Handled customer inquiries, complaints, and special requests with professionalism, maintaining 95%+ guest satisfaction ratings
- Maintained comprehensive statistical and financial records, generating reports for senior management and ownership
- Analyzed sales data and market trends to devise revenue management strategies and optimize menu pricing

- Coordinated events, conferences, and private dining experiences, ensuring seamless execution and exceptional guest experiences
- Managed vendor relationships and supplier contracts, negotiating favorable terms and ensuring quality standards
- Conducted regular property inspections to ensure compliance with health, safety, and security regulations

## EDUCATION & CERTIFICATIONS

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### University of the Caribe, Dominican Republic

*Bachelor's Degree in Hotel Administration*

Graduated 2013

### Professional Development

*Diploma in Middle Management Development*

## LANGUAGES & TECHNICAL SKILLS

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**Languages:** Spanish (Native), English (Fluent)

**Technical:** POS Systems, Inventory Management Software, Microsoft Office Suite, Financial Reporting, Social Media Marketing