

Marcus Delaney

Restaurant Manager | Front-of-House Leadership, Cost Control & Guest Experience

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◆ Summary ◆

Restaurant Manager with 3.5 years of experience running a 180-seat full-service restaurant with \$4.8M in annual sales. Led a team of 55, grew sales by 14%, reduced food cost from 33% to 29%, and raised guest ratings to 4.6 stars. Skilled in scheduling, cost control, hiring, and health and safety compliance.

◆ Skills ◆

Restaurant Management: Front-of-House Leadership, P&L & Cost Control, Labor Scheduling, Inventory & Ordering, Menu Pricing, Vendor Negotiation, Hiring & Training, Guest Recovery

Compliance: Health Code, ServSafe, Alcohol Service Regulations, OSHA Basics, Cash Handling, Opening/Closing Procedures

Systems: Toast POS, OpenTable, 7shifts, MarketMan, Excel, Microsoft 365

◆ Experience ◆

Restaurant Manager

Jan 2024 – Present

The Lakeshore Grill — Chicago, IL

- Manage a 180-seat restaurant with \$4.8M in annual sales, 55 employees, and 3 shift supervisors.
- Grew sales by 14% through events, a refreshed beverage program, and a local marketing partnership.
- Reduced food cost from 33% to 29% and labor cost by 2.5 points with weekly inventory counts and demand-based scheduling.
- Raised online guest rating from 4.2 to 4.6 stars and cut table turn time by 8 minutes.
- Passed all health inspections with zero critical violations; conduct training for new hires and managers.

Assistant Restaurant Manager

Jul 2022 – Dec 2023

Windy City Bistro Group — Chicago, IL

- Supervised servers, hosts, and bartenders across 400+ weekly covers.
- Cut employee turnover from 62% to 44% by improving onboarding and shift flexibility.
- Managed ordering and vendor relationships, saving \$38K annually.

◆ Highlights ◆

Manager of the Year 2024; led a restaurant-week promotion that increased covers by 22%.

◆ Education ◆

**Associate of Applied Science in
Restaurant & Hospitality
Management**

Kendall College — Chicago, IL
2022 | GPA 3.6

◆ Certifications ◆

- ServSafe Food Protection Manager
- Illinois BASSET Alcohol Certification
- CPR / First Aid