

EZRA KIM

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PROFESSIONAL SUMMARY

Results-oriented restaurant General Manager offering focused leadership to drive sales and profitability in highly competitive markets. Consistently achieve performance goals through enthusiasm, determination and initiative. General manager with the ability to motivate staff. Well organized and flexible; with a track record that demonstrates self-motivation, perseverance and the creativity to achieve both personal and corporate goals. Dedicated, with extensive daily planning, operations experience, budgeting, P&L, and administrative skills. Skilled in staff and manager training and development. Highly proactive general manager with experience in communications skills, both with guests and staff; ability to resolve problems quickly and equitably to ensure satisfied guests and great team morale.

EDUCATION

University of Houston 2010-2014 Houston, TX
Bachelor of Science, Hotel and Restaurant Management

SKILLS

- Purchasing and Inventory Management
- Passion for customer service
- Ensure great guest experience.
- Conflict resolution techniques
- Wine, Sake, Beer, and Liquor knowledge
- Entrepreneur Mindset
- Policies/Systems
- Forecasting, Budgeting
- P&L Management
- Staff Training
- Team Building
- Scheduling
- Labor Management

WORK EXPERIENCE

RA Sushi Restaurant. Houston, TX

General Manager (March 2016 – CURRENT)

- Hosted and traveled to other restaurants to assist, train, and develop managers and general managers. Became the training General Manager, that trained all new General Managers joining the brand.
- Effectively implemented new systems and procedures that increased overall sales. 2020: 20% growth YTD. 2021: 15% growth YTD. 2022: 32% growth YTD.
- Oversaw operations of over 6 million dollars in annual revenues. Ranked number 1 in overall sales for the brand, consistently since 2019 to current year 2024.
- Ecosure sanitation score average of 90% or better.
- 4.5 average or better on review tracker consistently since becoming the general manager.
- Responsible for strategic local marketing efforts that increase brand awareness, exposure and overall revenues.
- P&L knowledge, labor management, forecasting, budgeting, human resource, financial knowledge and inventory specialist.
- Investigates and resolves food quality and service complaints. Communicates with guests and employees to solve problems and ensures complete guest satisfaction. Increased positive reviews on a consistent annual basis.
- Inspects dining room, inventory receiving, preparation, production and storage areas to ensure health and safety regulations are always adhered to.
- Maintains appropriate restaurant image, including restaurant cleanliness, proper uniforms, and appearance to corporate standards. Supervises cleaning and maintenance of the restaurant.
- Ensures sanitary practices for food handling, general cleanliness, and maintenance of restaurant. Ensure compliance with operational standards, company policies, federal/state/local laws, and ordinances.
- Reviews financial information such as sales and costs and monitors budgets to ensure efficient operation and that expenditures stay within budget limitations. Takes action to prevent deviation from budget.
- Adhere to company standards and service levels to increase sales and minimize costs, including food, beverage, supply, utility and labor costs.

- Provides direction to employees regarding operational and procedural issues. Continuously strives to develop staff in all managerial and professional areas.
- Communicate well all aspects of weekly operations by leading weekly management meetings. Lead by example in all areas by becoming the expert in all aspects of the restaurant. Be a role model and a coach to restaurant staff.
- Reduced Labor Costs with optimum results. Controlled Food and Beverage Costs successfully.

Miyako Japanese Sushi Restaurant and Bar. Houston, TX
Restaurant Manager and NRO Manager. (2014 – 2016)

- Experience in building a new restaurant from construction; dealing with vendors, web designers, permits/licenses, and developing a foundation for a successful restaurant.
- Promoted from assistant manager to restaurant store manager and in charge of new restaurant opening.
- Monitored food costs, effectively communicated with chefs and prep staff regarding costs, quality, and sanitation.
- Oversaw operations of 150+ seat facility averaging over 4 million dollars in annual revenues.
- Prepared and submitted daily, weekly, monthly and quarterly reports to owners.
- Schedule, motivate, and supervise staff of 50 full-time and part-time staff.
- Coordinate administration, budget, payroll, staff and vendors.
- Adeptly handle administrative matters including invoices, managing bills, and licenses/permits. Composing documents and organizing restaurant for efficiency.
- Created new menus and dining room layout.
- Unified front- and back-of-house staff to create a cohesive, cooperative team committed to premium guest service and optimum profitability.
- Led and directed team members on effective methods, operations and procedures.
- Oversaw front of house and back of the house personnel to maintain adequate staffing and minimize overtime.
- Conducted timely performance evaluations for all staff.
- Effectively managed payroll and timekeeping, including completion of the proper paperwork for new hires and terminations.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.
- Created fun team building activities to engage staff in up-selling to meet revenue

targets.

- Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
- Responsible for running all aspects of the restaurant focusing on cleanliness, proper stocking, set-up, inventory procedures and exceptional customer service.
- Knowledge of liquors, beers and wines. Suggestive selling techniques, Sanitation, hygiene and health.