

Tammy's original CV (some of the real names have been altered, as have contact details)

907 Street
Tampa, Florida 33602
USA

Phone: 813-123-1234
VMX: 972-123-1234
E-mail: tammy@hotmail.com

Tammy L. Osbourne

Education **UNIVERSITY OF SOUTH FLORIDA**
B.A. English Literature (and Education)

UNIVERSIDAD DE MIGUEL UNAMUNO
Salamanca, Spain
Certificate of Completion in Spanish Studies

Bi-lingual Speak, Read, and Write Fluent Spanish

Professional experience **METROPOLITAN RESTAURANT GROUP**

Director of International Operations & Training **Jan 2002-Present**
Accountable for Restaurant Operations for Franchisees in Latin America, and training for all International New Restaurant Openings.

- Currently responsible as Operations Director for 10 countries, 7 Franchise Groups, 5 restaurants (opened).
- Responsibilities include New Sales Meetings, Project Planning for New Franchisees, New Restaurant Training and On-Going Training Roll-outs, Manager and Area Director Development, Menu Development, Marketing Initiatives, and Strategies to Increase Sales and in turn, grow Profit Margins and Business.
- Manage Sales Budgets and Cost Centers up to \$13m per year.

International Manager of Training **Jan 1998 – Dec 2001**
Responsible for International New Manager and Area Director Training, On-Going Training Support, and New Restaurant Openings.

- Training and operations support to three concepts.
- Barry Brown International Franchise Group consists of 10 franchisees with 16 restaurants in 9 countries.
- Green and Brown International Franchise Groups consist of 11 franchisees with 58 restaurants in 8 countries.
- Responsibilities include daily communication with Franchisees, new menu implementations, restaurant construction and project planning, growth and succession planning, and assistance for operations and management selection.
- Oversee all Management training in the United States and final review process.
- Developed and implemented successful International Area Director Training Program, Field Operations Manual, and International Restaurant Systems for Operational Performance Manual.
- Created Training Manual and all related Materials for first Brown's Express Unit in Dubai, UAE.
- Responsible for implementing first International Franchise Partners Conference in Dallas.
- Responsible for interviewing, building, and leading opening training teams of up to 16 Trainers with members from varying countries.
- Opened 21 restaurants in 10 countries.
- Opened Restaurants ranging from food court style express unit to high volume restaurants with up to 445 seats and separate tavern bar. Open with sales volumes of up to \$150,000 a week.

- Developed and implemented International Opening Manager's Guide, and all International New Store Opening Systems.
- Manage Budgets up to \$500,000 a year.

RECOGNITION: President's Award 1998, Leadership Award 2000

**BROWN'S RESTAURANTS
Manager**

June 1995 – Jan1998

- Responsible for running shifts, guest visits, leading employees, handling cash, maintaining the office and administration duties.
- Focused on all areas of the restaurant.
- Worked for 3 months trouble shooting in North Carolina. Implemented successful in-store training program and developed restaurant systems. Able to decrease turn over rate from 200% to 165% in 3 months.
- Tampa Restaurant averaged \$3m a year.
- Charlotte Restaurant averaged \$2m a year.

OSBORNE TRANSLATION SERVICES

May 1995 – March 1996

- Started part-time Spanish Translation Services for Law Group in Tampa, Florida.
- Worked on a consulting basis translating both written and oral transcripts.

**EL SOL RESTAURANT
Front of the House Operations**

Nov 1994 – April 1995

- An American Style Restaurant in a ski resort in Granada, Spain. It was a new restaurant featuring entrees and sandwiches as well as fresh salads, fruits, and desserts. It has a bar, 23 dining tables, and 45 outdoor cocktail tables.
- Ran the entire Front of the House Operations on a daily basis.
- Supervised restaurant from open to close - food and beverage preparation and clean up, cash handling, balancing the register, guest relations and bar and table service.

**BROWN'S RESTAURANTS
Bar Manager, Trainer, Employee**

June 1990 – Jan 1994

- Bar Manager for 3 years focusing on all beverage ordering, vendor relations, bar meetings, inventories, liquor requisitions, tracking sales, promoting bar / cocktail sales, activities and events for bar staff and guests. Maintained Liquor Cost at 19%.
- Server and Bar Trainer for 3 years. Training Coordinator for 1 year. Trained approximately 28 people. Gave bar, liquor, service, and menu classes, Train the Trainer classes, and New Employee Orientations.
- Worked all areas of the restaurant- kitchen, service, host, bar, office.
- Recognition: Highest Sales Award 3rd Quarter 1993

Other

Other Related Experiences: Server at Wildwood Restaurants, Night Manager at Perkits Yogurt Shoppe, Taught English Classes in Spain

Other Related Achievements and Training: Member ASTD 2000, Continuing Education Language Classes at Community College, Foundations of Leadership Class

Interests: Taking Guitar Lessons, Have Motorcycle and Sea Doo, Tennis, Swimming, Running.

References furnished upon request