



# Endrit Musaku

Restaurant Manager

## Contact

### Address

Athens , 185 33 Greece

### Phone

6945655074

### E-mail

endmar87@gmail.com

## Skills

Operations management

Natural leader

Point of Sale (POS) system  
operation

Staff Scheduling

Dynamic, friendly hostess

Staff Management

Budgeting

Business operations expertise

## Languages

English

Dedicated, hardworking restaurant management professional with extensive daily planning and operations experience. Skilled in staff training and development.

## Work History

2021-11 -  
Current

### Restaurant Manager

*Pancho, Athens*

- Correctly calculated inventory and ordered appropriate supplies.
- Effectively managed payroll and timekeeping, and paperwork for new hires and terminations.
- Reconciled cash and credit card transactions to maintain accurate records.
- Quickly identified problem situations and skillfully resolved incidents to satisfaction of involved parties.
- Developed, implemented, and managed business plans to promote profitable food and beverage sales.
- Carefully interviewed, selected, trained, and supervised staff.
- Led and directed team members on effective methods, operations, and procedures.
- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Met, greeted, and encouraged feedback from customers and used feedback to implement positive changes within restaurant.
- Oversaw food preparation and monitored safety protocols.
- Purchased food and cultivated strong vendor relationships.
- Verified prepared food met standards for quality and quantity before serving to customers.

2015-03 -  
2017-03

### Assistant Electrician

*Free Lancer, Athens*

2017-12 -  
2019-05

### Telecommunications and Security Systems Assistant

*Home IQ, Athens*

2011-12 -  
2013-03

## Storage Manager

*Kourtis, Athens*

- Negotiated contracts with outside providers and rates for facility leases to minimize costs to company.
- Promoted brand at industry events and through ongoing networking efforts.
- Trained new staff on job duties, company policies, and safety procedures for rapid onboarding.
- Collaborated with manufacturing and supply chain management.
- Coordinated driver dispatch to accomplish daily delivery requirements.

2007-03 -  
2009-03

## Telesales Professional

*Phone Marketing , Athens*

- Handled high-volume telemarketing operations with expert use of client management software and computer dialing.
- Answered questions about company offerings with knowledgeable responses about products and services.
- Delivered scripted sales pitch to potential customers, adjusting pitch to meet needs of specific individuals and businesses.
- Built relationships with customers using strong persuasion and active listening skills.

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## Education

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2006-03 -  
2011-03

### **Graduated : Dental Technician**

*University of West Attica - Athens*

2003-03 -  
2006-03

### **Highschool**

*2nd Highschool Pireas - Pireas*