

Justin Taylor

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PROFESSIONAL EXPERIENCE

CAVALRYMAN STEAKHOUSE, Laramie, WY

- ❖ General Manager, July 2018 - Present
 - Upon my return I implemented a new menu and menu format. I also installed a new POS system in the restaurant, trained the BOH staff to use KDS and the FOH staff to use handheld devices as well as the POS Terminals. This saved the company money while simultaneously doubling the servers and bartenders' ability to ring in orders and run credit card payments! The "Toast" program also saves the company money on processing fees which was becoming a concern to the owners before this. This year, I also directed a portion of the ongoing renovations to the property itself and set in place a plan for more renovations coming up this next year.
- ❖ General Manager, April 2015 – July 2016
 - Worked to establish and maintain a higher level of customer satisfaction. Oversee all food and beverage inventory counts and prepare weekly inventory, sales, labor, and operational cost reports for the board of directors. Developed and executed a new Steamboat Club rewards program during this period. Oversaw human resources development, weekly Food and Beverage orders and all communication with distributors, marketing team, food and beverage vendors, plumbers, contractors etc. Improved customer involvement with monthly wine and liquor tastings and managed all offsite food and beverage caterings at multiple venues.

FINALLY RESTAURANT GROUP -WYOMING RIB & CHOPHOUSE, Cheyenne, WY

- ❖ General Manager, November 2017 – 2018
 - Worked with company to enact training program for existing staff and all new hires. Oversee all food and beverage inventory counts and complete admin Monday every week. Create reports for our owner and home office, and a report for my management team weekly. Hold multiple shift meetings daily as well as daily manager meetings and a weekly summary with my management team. Develop relationships with the community through donations and collaborations. Drive sales with fun promotions and team sales contests. Work side by side with service and kitchen staff to create the best guest experience possible.

1ST STREET STATION INC. Laramie, WY

- ❖ LOVEJOY'S BAR & GRILL – General Manager, April 2017 – November 2017
 - Established set food and alcohol cost levels and labor costs for front of house and back of house, while raising overall level of customer satisfaction. Oversaw all food and beverage inventory counts and prepare weekly reports for the owners. Hire all staff and set up training programs for both front and back of house. I also Work with liquor reps to set up promo events for the bar to boost business during the slower periods throughout the year. Boosted and set up theme parties throughout the year, ie. Halloween, Summer Beach Party, Back to School Party, etc.
- ❖ ALTITUDE CHOPHOUSE & BREWERY – General Manager, Oct 2003 – April 2015 (11.5 years)
 - Completed and oversaw the daily books, marketing and sales, employee scheduling, acted as Human Resources Manager, facilitated highest level of customer satisfaction, innovated and executed a new Mug Club program that has been successfully full and has had a constant waitlist since it was established in 2009. I oversaw weekly inventory counts for food and alcohol and weekly liquor orders and all communication with distributors and I prepared weekly reports. Maintained a position on the Laramie Brewfest Committee for 9 years, and filled the Brewery Representative position, attending 4 – 6 brewfests per year, Improved customer involvement through monthly wine tastings, yearly chili cook-off competitions, student incentives, managed all

off-site bar catering at multiple venues - including the Wildcatter Suites above the UW Stadium. Was bar manager for 11 years, managed and developed drink menus, maintained the largest wine list in town that was also voted the best in Laramie in 2015, and Altitude Chophouse was the recipient of the BBB Torch Award for business ethics during my tenure as General Manager.

LITERATURE & LIBATIONS INC. Laramie, WY

❖ **LIBRARY SPORTS GRILLE & BREWER** – Manager, Dec 2016 – March 2017

- Worked with staff to improve customer service and boost customer flow as well as online ratings through updated training standards, including testing and quizzes. Worked with bartenders and bar managers to improve liquor costs. Managed day to day operations, balanced daily deposits, oversaw liquor orders and helped with food vendor orders. Put out their first ever newsletter utilizing their current customer base from their rewards program and had a 38% open rate. (industry standard is 18%)

❖ **MULLIGANS PUB** – Manager, Dec 2016 – March 2017

- Managed the bar and package sales, balanced daily deposits. Worked with staff to improve work ethic, promptness and pour costs. Also worked with liquor reps to set up promo events and special drink menus. Worked to improve overall staff morale, efficiency, and effectiveness.

EDUCATION

Casper College, Casper, WY United States

Associate degree, May 2003

University of Wyoming, Laramie, WY United States

Completed coursework toward BA Psychology

ADDITIONAL SKILLS

- Co-chair of Laramie Brewfest Committee for 1 year and helped raise attendance of Laramie Brewfest from 210 people their first year to over 3,000 people through my network of connections of Brewery Reps, owners, Brewmasters and managers.
- Proficient with Aloha, Toast Pos, Restaurant365, Menu link, Word Press, NCR Customer Voice, and Radiant software, Word, and Excel.
- Judge for Pro Start at UW in 2011
- Sales and marketing, including student incentives.
- Excellent verbal, written and phone communications skills.
- Boosted customer involvement through monthly wine tastings, beer pairing dinners, yearly chili cook-offs, and various other fun programs.
- Boosted staff productivity through sales and various other competitions.

REFERENCES

- Lisa Wilkerson Brock 307-413-6068 Constellation Brands
- Josh Watanabe 307-760-5952 Wyoming Humanities Council, Assistant Director, Laramie, WY
- Mitch Gerharter 307-399-0016 Optum, Behavioral Health Advocate, Cheyenne, WY
- Tim Harland 307-690-8464 Berkshire Hathaway Home Services, Marketing Professional
- Joe Miles, PhD 307-760-2622 Propel Labs, Software Engineer, Ft Collins, CO