

Jeremiah Bjorndal

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Career Objective

Since my introduction to the food service industry in 1998, I have constantly sought to grow my skill set. Whether I was working under a renowned German chef learning the finer points of culinary service, climbing corporate ladders and running multiple successful businesses in award-winning restaurant chains, or starting my own catering company, I have constantly pushed myself to deliver a customer experience that resonates to all those that walk through my establishment doors.

About Me

I am a deeply motivated and enterprising individual with a passion for business development and growth. I have derived a strong skill set from a customer-focused background, with an emphasis on communication and training.

Employment History

General Manager

July 2014 – Present: ***The District Restaurant Group***, North Vancouver, B.C.

- Oversaw the daily operations of three restaurants
- Facilitated overall culture change to a guest-centric philosophy in pre-existing units
- Prepared full audit of underperforming unit and oversaw the transfer of ownership for the unit and dissolution of partnership with silent partner
- Maintained social media presence for the individual business units
- Trained key staff for leadership positions in front and back of house
- Used profit and loss statements to develop working budgets for restaurant leaders to assist in restaurant operation
- Coordinated ongoing manager development for front and back of house leaders
- Facilitated the development of a core value system and general operations guide for the individual business units

General Manager

November 2013 – Present: ***The Little District Roadhouse***, North Vancouver, B.C.

- Developed and implemented all daily routines and procedures
- Programed point of sale system and trained all staff on system use
- Wrote and rolled out service training program to front of house staff
- Designed and developed menu layout
- Controlled food cost through training kitchen leader on full inventory and food costing procedures
- Trained new manager on proper bar cost controls
- Restaurant was voted "Best New Restaurant" by readers of *The North Shore News*

Consultant / Events Coordinator

July 2012 – November 2013: ***The District Restaurant Group***, North Vancouver, B.C.

- Coordinated and booked special events and restaurant buy outs For The District Brasserie and El Matador Spanish Tapas
- Consulted and contributed to development of new restaurant concept – The Little District Roadhouse

Manager

May 2008 – June 2011: **Cactus Restaurants Ltd.**, West Vancouver, B.C.

- Responsible for training and development of both new and senior staff members on various day-to-day roles and routines
- Ensured consistent meeting of company standards through weekly meetings with key and lead staff members
- Drove store specific social media program (Facebook, twitter, Urban Spoon etc.)
- Practiced and taught positive customer relations to all levels of employees
- Successfully created and implemented *Manager Training Program*
- Coordinated new product education including fact/sell sheets and product knowledge testing
- Directed a successful Repair and Maintenance program while fostering positive relationships with vendors
- Managed and maintained effective cost controls in both direct and indirect expenses affecting restaurant “Profit and Loss” statement

General Manager, Manager

June 2003 – January 2008, **Milestones Restaurants**, Vancouver, B.C.

- Trained service staff in effective section management, resulting in increased sales and reduced patron wait times over 3 month period
- Met weekly with all management staff to coordinate schedules, discuss operations, and set goals
- Exercised working knowledge of all aspects of kitchen systems through training and development of staff and side by side leadership
- Performed Human Resource Manager duties including, but not limited to, scheduling, hiring, performance appraisals and payroll, as well as selection and training of new shift leaders and managers
- Trained and led *Staff Developer Program* at multiple business units
- Assisted with implementation of “Guest IMPACT” program, allowing employees to control and be accountable for patrons' experience
- Aided with initial training of the “Hospitality” portfolio to assistant managers in Western Canada
- Dispatched to different satellite locations on a short term basis to assist with training of new managers
- Successfully completed *The Disney Institute Course on Hospitality* in Orlando, Florida

References available upon request