

# William Johnson

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Dedicated, motivated, and experienced individual seeking a position in restaurant management. Offering effectiveness in managing guests and staff members. Utilizing strong customer service, leadership, communication, teamwork, and organization skills. Strong promotional, marketing, public speaking, accounting, and IT background.

## Work Experience

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### **General Manager**

Homegrown Hospitality - Charleston, SC

February 2023 to Present

- Multi-unit General Manager (Tbonz Market St, Kaminsky's Market St, Tbonz West Ashley)
- Responsible for day to day operations.
- Monitored and trained service team members on suggestive selling practices
- Prepared strategic and weekly forecasts and budgets, analyzed variances and implemented best practices for profitability.
- Optimized profits by controlling food, beverage and labor costs by establishing portion control and quality standards.
- Upheld restaurant standards for food and beverage quality, team member engagement, financial goals, standard operating procedures and guest experiences.
- Encouraged return business by emphasizing hospitality-focused approach by staff.
- Reconciled daily transactions, balanced cash registers and deposits.
- Responsible for restaurant and bar human resource objectives by recruiting, training, scheduling, and coaching staff with positive staff retention.
- Kept food storage and preparation equipment in good working order to maximize safety and cost-efficiency of operations.
- Scheduled and directed staff in daily work assignments to maximize productivity.
- Performed accurate weekly inventories.
- Maximized COGs by closely monitoring invoices and receiving.
- Adjusted BOH workflow to optimize execution.
- Adjusted FOH presentation for elevated service.

### **District Manager of Operations / Technology Manager**

Tipsy Taco - Greenville, SC

May 2019 to Present

- Strategic role centered on leading daily operations of nine restaurants; over 20 million annually and ensuring the organization's long-term goals are attained. Design and implement operational strategies, monitor both financial and operational metrics, and provide indirect oversight to over 350 employees.
- Lead on 6 store openings from construction to opening.
- Review invoices for individual restaurants, manage vendor relationships and develop budgets for each location that are aligned with individual markets. Implement appropriate restaurant-level KPIs on an

annual basis, diffuse escalated customer service situations, and identify opportunities for professional development. Oversaw people operations including performance management, corrective action, and recruiting/onboarding.

- Led a comprehensive finance class for team members, providing basic training on EBITDA, P&L, and basic budget development.
- Implement solutions to budget and/or staffing constraints, including negotiating costs with vendors, promoting customer loyalty by diligently resolving complaints, and improving employee training and motivation strategies.
- Ensure alignment across the organization by conducting robust compliance audits and creating franchise disclosure documents before selling franchise locations.
- Manage all accounting, AP, AR, COGS
- Developed paperless reporting and record-keeping cloud-based systems
- Built mobile applications for commissary ordering, Shelf to sheet inventory specific to each location with barcodes
- Built menu engineering, food, and beverage costing system
- Computer and back-office management training videos, consultation, team and one on one training
- Responsible for all computer and devices repair
- Training management to optimize profits to control labor, vendor costs, and food waste.
- Produce weekly reports detailing sales trends, forecasts, and P&L
- Created and branded All Menus for printing
- Responsible for all marketing, social media and company branding

### **Manager/ Event Manager/ Gaming & Entertainment Director**

El Thrifty Social Club - Greenville, SC

November 2018 to May 2019

- Trained staff from conception
- Opening and closing daily shifts and managing deposits
- FOH Scheduling
- Supervise employees to insure company policies, cleanliness, and preparedness
- Developed event sales position and event packages
- Responsible for all private event sales and execution
- Organized kitchen line and bar to streamline service and meet DHEC standards
- Maintain accurate weekly inventory and ordering
- Optimize profits with proactive control of labor, vendor costs, and food waste
- Produce weekly reports detailing sales trends, forecasts, and P&L
- Lead on all promotional, marketing, entertainment events

### **General Manager / On Site Event Manager**

The Loft at Sobys - Greenville, SC

September 2015 to November 2018

- Worked closely with sales team to execute event BEO's
- Scheduling employees
- Inventory and ordering
- Expedited and assisted executive chef with nightly menu details
- Developed program to train employees in company policies and procedures
- Restructured and organized bar program
- Introduced, trained staff, and executed cigar program
- Cultivated and maintained professional relationships with customers on a nightly basis

- Provided wine and spirit training for staff
- Regularly volunteered on several committees within restaurant group Table 301 and the Greenville community

## Skills

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- Restaurant Management
- Online Payroll (Paychex)
- Microsoft (Excel, Word, Publisher, Power Point)
- Profit & Loss
- Restaurant Back Office Solutions (Restaurant365, Avero, Compeat, MarginEdge)
- Events Management
- Web Design
- Point of sales (Focus, Toast, and Posi)
- Adobe (InDesign, Illustrator, Photoshop)
- HTML5
- Program Development
- IT Repair (Hardware and Software)
- Windows, Mac, IOS, Android
- Catering Management (TripleSeat)
- Accounting (Quickbooks)
- Mobile Applications Building

## Certifications and Licenses

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**ServSafe Food Certification**

**Servsafe Alcohol Certification**

**Servsafe Sexual Harassment Certification**