

ALYSSA SWEET

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Certifications

SERV Safe Manager
Certification
Active Managerial
Control Program (Food
Safety Course)
Food Safety & Sanitation
Training

Skills

- Restaurant Operations Management
- Staff Training & Leadership
- Scheduling & Labor Management
- Payroll Processing
- Inventory & Vendor Ordering
- Customer Service & Guest Relations
- Team Development
- Conflict Resolution
- Food Safety & Sanitation

Professional Summary

Hospitality leader with extensive experience managing high-volume restaurant operations, developing strong teams, and delivering exceptional guest experiences. Skilled in operations management, labor control, payroll, scheduling, inventory management, and team development. Known for leading both front-of-house and back-of-house teams while maintaining strong culture, operational efficiency, and consistent service standards in fast-paced environments.

Professional Experience

General Manager

Great Full Gardens – Reno, NV

August 2022 – Present

- Lead daily operations for a high-volume restaurant overseeing both front-of-house and back-of-house teams
- Manage staffing, scheduling, and labor allocation to ensure smooth service and efficient operations
- Train, mentor, and coach team members to support professional growth and build a positive team culture
- Monitor sales performance, labor costs, and operational metrics to maintain profitability
- Oversee inventory management, vendor ordering, and supply levels
- Handle guest relations and resolve service concerns to maintain exceptional customer experiences
- Maintain compliance with health, safety, and sanitation regulations
- Lead team meetings and shift communication to align staff on expectations and daily priorities

Key Achievements

- Successfully managed peak service periods with hourly sales exceeding \$2,600+
- Built a strong team culture focused on communication, accountability, and guest experience
- Developed and mentored staff members into leadership roles

Restaurant Supervisor / Operations Lead

Nik N Willies – Reno, NV

2018 – 2022

- Managed multiple areas of restaurant operations including kitchen production, scheduling, and administrative responsibilities
- Prepared food and cooked pizzas while maintaining consistent quality and kitchen efficiency
- Completed daily prep work to ensure kitchen readiness for service
- Created employee schedules and coordinated shift coverage
- Processed payroll and maintained accurate employee time records
- Managed inventory levels and placed vendor orders
- Assisted with onboarding and training new team members
- Maintained strong customer service standards and handled guest concerns when needed