



REGINALD CASTELLANOS

CONTACT INFORMATION



(505) 555-0119



reg.castellanos@example.com



Linkedin.com/in/reginaldcastellanos



Albuquerque, NM

EDUCATION

B.S. Hotel and Restaurant Management

Northern Arizona University
May 2013

- ServSafe Manager Certification (current)
- TIPS Alcohol Service Certification (current)

KEY SKILLS

- P&L, labor, and COGS management
- FOH and BOH scheduling
- Vendor sourcing and contract negotiation
- Guest recovery and escalation handling
- Training program design
- Toast and Aloha POS administration
- OpenTable and Resy reservation management
- Health code and TIPS compliance
- Wine and cocktail program development

ABOUT ME

Restaurant manager with 12 years on the floor and 6 years leading FOH teams in independent and small-group concepts. Track record of cutting turnover, lifting check averages, and steadying service during owner transitions and remodels.

PROFESSIONAL EXPERIENCE

General Manager | February 2021 - Present Cazadora Cantina & Grill, Albuquerque, NM

- Run a 140-seat full-service concept doing about \$3.6M in annual revenue with a 38-person FOH and BOH staff.
- Cut FOH turnover from 96% to 41% in 18 months through a rebuilt training program and weekly pre-shift coaching.
- Lifted average check from \$31 to \$39 by reworking the wine and cocktail program with the bar lead.
- Manage P&L, weekly labor targets at 28%, COGS, and vendor contracts across produce, dairy, and beverage.
- Led service through a 6-week kitchen remodel with no permanent staff losses.

Assistant General Manager | September 2018 - January 2021 Plaza Vieja Steakhouse, Santa Fe, NM

- Supported GM across a 180-seat steakhouse with 22 servers and 6 bartenders.
- Owned the weekly schedule, hitting labor targets within 1 point in 47 of 52 weeks one year.
- Trained 14 servers on the steak grading and wine program; built the manual still in use.
- Handled guest recovery on roughly 12 escalated complaints a month with a 90%+ recovery rate.
- Stepped in as acting GM during a 4-month ownership transition.

Floor Manager | June 2015 - August 2018 Pinon Trail Tavern, Flagstaff, AZ

- Managed dinner service on the floor for a 95-seat tavern doing 350 covers on a Saturday.
- Ran nightly cash-outs, tip pool reconciliation, and end-of-night reports.
- Coached 5 servers into lead positions across 3 years.
- Reduced comp rate from 4.1% to 2.3% by tightening pre-shift menu briefings.