

MICHAEL G. McNAMARA

Hamburg, NJ 07419 | (201) 218-1781

www.linkedin.com/in/michaelgmcnamara | mgmc2020@icloud.com | www.michaelgmcnamara.com

RESTAURANT GENERAL MANAGER | MANAGING PARTNER | DIRECTOR OF OPERATIONS Business Development | Financial Optimization | Operations Management

Leader in Hospitality, Restaurant, and Institutional Management with significant expertise at high volume operations within extremely competitive marketplaces. Proven track record of producing sales and revenue growth with additional success minimizing inventory expenses and staff turnover rate. Well versed in conducting process streamlining to enhance guest service, expand business offerings, and lead cost reduction initiatives in line with organizational objectives. Exceptional communication and leadership abilities with experience in recruitment and training, team leadership, vendor relations, and promotional marketing.

- Operations Management
- Human Resources & Legal
- Strategic Business Planning
- Financial Administration
- Change Championship
- Competitive Intelligence
- Succession Planning
- Marketplace Analysis
- Recruitment & Training
- General Service Management
- Leadership & Team Building
- Marketing & Social Media

PROFESSIONAL EXPERIENCE

DARDEN RESTAURANTS INC. – *THE CAPITAL GRILLE*

Restaurant Manager, Paramus, NJ

2018 – Current

- Darden Diamond Club location for multiple years, ranked #1 in FY 2019.
- Fine dining – dry-aged beef, the freshest seafood, award-winning wine list.
- 11.4 MM AAV: Ranked # 1 in performance earnings profitability (35.9%) out of 380 Specialty Restaurant Group restaurants in FY 2019.

COMPASS GROUP NORTH AMERICA – *FLIK HOSPITALITY GROUP*

Director of Dining Services, Franklin Lakes, NJ & New York, NY

2017 – 2018

- Ensured optimal client service and guest satisfaction in business / industry dining environment.
- Supervised operations and execution of food service in order to maximize quality, safety, and consistency.
- Managed associates and implemented FLIK culture and brand standards into daily operations.
- Clients served: Becton, Dickinson, and Company (BD) and Cravath, Swaine & Moore LLP (Law Firm).

BRINKER INTERNATIONAL INC. – *MAGGIANO'S LITTLE ITALY*

General Manager & Managing Partner, Hackensack, NJ

2007 – 2016

- Promoted to senior management level and selected to manage the opening of a flagship property in the highly competitive NY, NJ & NYC area market; oversaw entire building construction and daily operations.
- Managed all FOH & BOH functions within a 500 seat restaurant operation with four banquet rooms, carryout, delivery, bar, and large dining room; directed all P&L processes with annual revenues of \$8M.
- Successfully established restaurant delivery service resulting in additional revenues of \$150K annually.

Continued...

MICHAEL G. MCNAMARA

Hamburg, NJ 07419 | (201) 218-1781

www.linkedin.com/in/michaelgmcnamara | [mgmc2020@icloud.com](mailto:mgm2020@icloud.com) | www.michaelgmcnamara.com

- Continuously exceeded KPI's through food COS reduction initiatives (6% decrease), below average turnover rate (45% vs. 100% industry average), and consistently high OpenTable ratings (over 4.2).
- Increased service levels and operational capabilities through enhanced space utilization and focused marketing strategies; hosted numerous promotional events to drive sales and increase brand awareness.
- Managed the recruitment, hiring and training process for 150 hourly staff members; provided executive team leadership and development planning for 9 managers and chefs to grow bench, sales, and profits.

Assistant General Manager, Tysons Corner, VA

2002 - 2007

- Promoted into the role of Assistant General Manager to drive growth, increase profits, and reduce costs.
- Awarded recognition for managing 'Most Profitable Business' within entire Brinker International portfolio.

Banquet Sales & Operations Manager, Tysons Corner, VA

1997 - 2002

- Delivered a \$3M increase in annual sales revenue (from \$1M to \$4M). Booked & oversaw all banquets.
- Optimized event and banquet marketing platforms through media utilization and grassroots marketing.

ADDITIONAL RELATED EXPERIENCE

MOUNTAIN JACK'S STEAKHOUSE, Lansing, MI & Fairfax, VA
Assistant General Manager

LEGAL SHIELD INC., Ashburn, VA
Area Director, Group Benefits Specialist, Licensed Insurance Agent

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts (BA) in Business Administration, Michigan State University, East Lansing, MI

ServSafe Food & Alcohol Manager Certifications, *National Restaurant Association*

Introductory Course Examination Certification, *Court of Master Sommeliers Americas*

Certification, Mastery University, *Tony Robbins Research International*

The Oz Principle of Accountability, *Partners in Leadership*

ADDITIONAL LEADERSHIP EXPERIENCE

Trustee & Member of the Board of Directors, *Briar Crest at Crystal Springs Resort*

Achieved highest Employee Engagement Survey Score, *Maggiano's Little Italy*

Guest Speaker; Hospitality Leadership, *Fairleigh Dickinson University*

Guest Speaker; Restaurant Management, *Montclair State University*

Local Leader & Volunteer, *Make-a-Wish Foundation*