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Randall S. Stanley

Summary Of Qualifications

- Highly motivated, customer oriented, self-starter with over ten years of customer service and sales leadership experience.
- Excellent reputation with clients and colleagues as a competent and knowledgeable professional.
- Diverse background from direct sales to hospitality management fosters ability to simultaneously handle several tasks and objectives.

Experience

Feb. 2004–Present Jamba Juice Inc. Warrenville, IL
Assistant Manager

- Lead supervisor and trainer of staff of over 10-14 employees
- Specialized in assisting GM in maintaining adequate P&L statements, local marketing and new employee hiring and training.
- Instrumental in training new General Managers and staff for (3) Illinois locations, and (2) New York City locations.
- Selected by district General Managers to participate in newest M.I.T. (Manager-In-Training) program for high potential employees.

Jan. 1998-Nov. 2003 DoubleTree Guest Suites Downers Grove, IL
Food & Beverage Supervisor

- Responsible for overseeing staff of 14-16 employees throughout three outlets.
- Increased overall quality assurance scores in room service, restaurant serving standards and overall cleanliness.
- In charge of training new outlet managers, front desk, and auditing staff in POS mainframe and back-of-house database operations.

May 1996-Jan. 1998 Radisson Suites Downers Grove, IL
Bartender

- Selected and trained by outlet manager to serve the exclusive concierge level lounge for selected VIP guests.
- Licensed through yearly State of Illinois TIPS and BASSETT responsible alcohol service training programs.

May. 1992- Jan. 1996 Lock-Up Storage Hampton, VA
Co- Owner

- Seasonal business venture created from entrepreneurial studies course designed to provide moving and storage needs for college and military personnel within the Hampton Roads-Virginia Beach area.
- Lead support team of 4-6 student-employees in handling customer inquiries and generating sales leads.
- Created several successful college radio advertising campaigns, direct marketing and special event promotions.

Education

Robert Morris College Aurora, IL
B.A. Business Management

- 2005 President List recipient

College of DuPage Glen Ellyn, IL
A.A. Political Science & History

Awards

DoubleTree Guest Suites and Conference Center

2000: Nominated for outstanding team contribution of the year for streamlining monthly liquor ordering and inventory procedures.

Radisson Suites

1996-1998: Nominated six times for outstanding employee of the month.

Skills

- Proficient classroom and work experience with several leading Microsoft Office™ computer applications, including: Microsoft Excel™, and PowerPoint™.
- Extensive on-site and dealer trained experience in: MICROS® 7200 / 8700, and Fidelio POS mainframe Hospitality Management Systems.
- Over 300 hrs of completed IBM & Syvox call management and telesales training from *Dial America & Sprint PCS*.
- Contributor to first successful publishing of Robert Morris College Aurora first student-run magazine, *The Nest*.
- Member of the (AHLA) American Hotel & Lodging Association