

Christopher **Knezevich** M. ED

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Professional Summary

Experienced Restaurant Manager, Educator and trainer with 25 years of customer service experience in the restaurant, banking, and education industry. Proficient in restaurant business practices, purchasing and inventory, industry standards of operation, and customer needs. Able to set and maintain high expectations for team members and students while providing exceptional customer service.

Skills

- Customer Service
- Experienced Problem Solver
- Efficient Multitasker
- Quality Control
- Inventory Reconciliation
- Quality Assurance and Control
- Purchasing and Procurement
- Networking with faculty and staff for project development
- Experience Culminating Events for the University

Work History

Instructor – Hospitality, Retail and Tourism Management

08/2020 to Present

The University of South Carolina – Columbia, South Carolina

- Responsible for teaching students the intricacies of Restaurant Management in the Hospitality, Retail, Tourism Management program. HTMT 370
- Responsible for training students on how to open and manage operations of the restaurant McCutcheon House on the historic horseshoe.
- Helps recruit students for the HRTM program.
- Markets the restaurant to grow business for our students.
- Co-taught Craft Beer class. HTMT 476
- Teach Intro to Beverage Management HTMT 275

Bar Consultant – Jay’s Bar and Grill. Columbia, SC. 04/2024 – 05/2024

- Created Policy and Procedure manual for Bartenders, Bar backs and Security personnel.
- Worked with the owner to identify pitfalls and make changes to procedures regarding security and admittance that were leading to underage drinking and over-serving intoxicated guests.
- Trained kitchen staff on DHEC Compliance.
- Trained bar staff on DHEC Compliance.

**Palmetto College Coordinator/ Director of Continuing Education
01/2018 To 08/2020**

The University of South Carolina Sumter – Sumter, South Carolina

- Responsible for the recruitment, admissions, and advisement of students that are working on bachelor’s degrees.
- Coordinates with faculty and staff on campus for a variety of different functions including setting up test proctors, solving issues that arise with student’s schedules or financial aid, student retention, and coordinating campus events.
- Responsible for planning and implementing Career and Education Fairs each semester.
- Monitors student progress daily and weekly to maintain student retention.
- Responsible for growing Continuing Education Program by recruiting instructors and marketing classes.
- Worked as advisor for Liberal Studies and Organizational Leadership students in the Palmetto College Program.
- Acting representative for USC Sumter on City of Sumter E-STEAM planning committee.
- Representative for USC Sumter in partnership with Chamber of Commerce initiative in working with Sumter schools preparing students for college.

Culinary Manager/ Service Manager

06/2001 To 01/2018

Ruby Tuesday – Sumter, SC and West Columbia

- Ensure that food is sent out with the utmost quality in a timely and safe manner.
- Carefully interviewed, selected, trained, and supervised staff.
- Correctly calculated inventory and trouble shoot potential issues that negatively impact inventory.
- Responsible for ordering appropriate amount of food and supplies to prevent waste and food cost.
- Strategically developed effective marketing plans to increase sales and profits.
- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.

Bank Security Act Representative**10/2012 To 12/2014****The Citizens Bank – Turbeville, SC**

- Monitored suspicious activity of transactions for 13 branches of banks.
- Collaborated with the compliance department to eliminate procedural errors and margin breaks.
- Conducted investigations of significant threats of potential loss or misappropriation of assets.
- Identified fraudulent transactions and accounts resulting in potential prosecutions.
- Inventoried warehouse and developed inventory system for operations center.
- Responsible for purchasing materials for 13 banks and Operations center.

Service Manager/ Banker**06/2009 To 03/2012****Wells Fargo Bank – Sumter, SC**

- Worked with customers to discuss service needs and offer available solutions.
- Supervised Teller functions to ensure that all security and protocols were followed.
- Completed performance reviews each quarter, offering praise and recommendations for improvement.
- Maintained team productivity and quality of service by establishing and maintaining clear benchmarks.
- Performed weekly and monthly audits to drawers, transactions, vault, deposits and processes.

Education

24 Credits at the Graduate level in International Hospitality and Tourism Management

The University of South Carolina - Present

Master of Arts: Education - 2012

University of Phoenix - Columbia South Carolina Campus - Columbia, SC

Bachelor of Science: Criminology and Criminal Justice - 2008

University of South Carolina - Columbia, SC

Associate of Arts: Criminology - 2006

The University of South Carolina Sumter - Sumter, SC

Certifications

- ServSafe Food Protection Manager Certified, National Restaurant Association 2020-Present
- ServSafe Alcohol Certified, National Restaurant Association 2021-Present
- ServSafe Instructor and Registered ServSafe Examination Proctor, 2022-Present
National Restaurant Association
- Certified University 101 Instructor 2019-Present
- Cicerone Level One Certified Beer Server 2022-Present

Affiliations/Memberships

- Career Champion University of South Carolina 2019-Present
- Service to Mankind International 2019-2020
- Member of Alpha Sigma Delta, 2020-Present
International Honor Society for Adult Learners in Higher Education

References available upon request.

Thank you for considering me for this position.

Chris Knezevich