

# Jennifer Duffner

**Food and Beverage Manager. 15 years experience FOH management, Kitchen Management and 20 years Operational Management . Last years Success was a 27% profit increase with the creation and implementation of a facility wide purchasing and inventory procedure.**

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## Professional Summary

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Versatile food and beverage manager with over 20 years of experience in operations management and customer service within the retail and hospitality sectors. Proven track record in team leadership, inventory control, and compliance, with expertise in managing high-performing teams and enhancing customer experiences. Certified ServSafe Manager, skilled in strategic planning and financial oversight, dedicated to driving operational excellence and achieving corporate objectives.

## Work Experience

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### Entertainment Beverage and Liquor Store Manager

**307 Horse Racing Derby Wine & Spirits** | Cheyenne, WY

February 2024 to Present

1. Wyoming Liquor Division Compliance
2. TIPS Certified
3. Serve Safe Manager
4. Purchasing and Invoice management
5. Inventory and Cost control
6. Merchandising, marketing and product education
7. Recruiting and employee development
8. World class customer service
9. Forecasting and data analysis to drive bottom line
10. Menu planning and product selection

### Express Shift Manager

**Army and Air Force Exchange Services AAFES** | Cheyenne, WY

October 2022 to May 2023

1. Customer service to our armed forces
2. Class Six (Liquor) operations, compliance, ordering, receiving, stocking
3. Cash management
4. Auditing
5. Inventory control
6. Serve safe manager certified
7. Fuel Station operations
8. Tobacco sales

## **Corporate Merchandiser**

**Pilot Flying J** | Cheyenne, WY

November 2021 to May 2022

Customer service, marketing, merchandising . Worked with vendors, inventory, ordering. Pricing, rtv, pog changes, full store resets. Keeping store compliant and full. Travelled in 3 states with 7 stores

## **Department Manager**

**Bed Bath & Beyond** | Cheyenne, WY

August 2020 to August 2021

- Managed store and daily cash deposits
- Managed nightly cash, register, financial and sales totals
- Thrived in a highly challenging customer service environment
- Managed the scheduling, recruiting, hiring and training of new store employees
- Supervised employees to maintain goals to meet corporate objectives
- Managed staff activities
- Managed store security system
- Responsible for staff scheduling
- Trained and mentored all staff

## **Store Manager**

**Claire's** | Cheyenne, WY

November 2017 to July 2020

- Managed store and daily cash deposits
- Managed nightly cash, register, financial and sales totals
- Thrived in a highly challenging customer service environment
- Managed the scheduling, recruiting, hiring and training of new store employees
- Supervised employees to maintain goals to meet corporate objectives
- Managed staff activities
- Managed store security system
- Responsible for staff scheduling
- Trained and mentored all staff

## **General Manager**

**The Suite Bistro & Martini Bar** | Cheyenne, WY

October 2016 to October 2017

Owner decided to close after liquor license expired.

## **Grocery Manager/Buyer**

**Natural Grocers By Vitamin Cottage** | Dillon, CO

2012 to 2015

- Managed store and daily cash deposits
- Managed nightly cash, register, financial and sales totals
- Thrived in a highly challenging customer service environment
- Managed the scheduling, recruiting, hiring and training of new store employees
- Supervised employees to maintain goals to meet corporate objectives
- Managed staff activities
- Managed store security system
- Responsible for staff scheduling
- Trained and mentored all staff

## **Server Trainer**

**Village Inn** | Silverthorne, CO

2009 to 2012

## **Assistant Manager**

**Arbys Restaurant** | Silverthorne, CO

2006 to 2009

## **Operations Manager**

**Sams Club** | Thornton, CO

2004 to 2006

## **Marketing Manager**

**Sams Club** | Thornton, CO

2001 to 2004

## **Education**

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### **FFA, Women in Leadership, Laramie County Community College Associates of Applied Sciences First Year (High school diploma)**

Triumph High School | Cheyenne, WY

August 1999 to June 2003

### **Upper secondary education**

## **Skills**

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Customer service | Culinary Experience | Strategic Planning | Order fulfillment | Pallet jack | Restaurant management | Operations Management | Administrative experience | Payroll | Office management | Forecasting | Microsoft Office | Route driving | Supervising experience | Budgeting | Merchandising | Business development | Human resources | Dot medical card | Load & unload | Communication skills | Negotiation | Human Resources | Organizational skills | Team management | Marketing | Assistant Manager Experience | SAP | Basic math | Labor Cost Analysis | Financial report writing | Purchasing | Leadership | Store Management Experience | Shipping & receiving | Inventory control | Pricing | Grocery store | Management | Retail sales | Google Suite | Food Safety | Operations management | Math | Delivery driver experience | Typing | Office experience | Upselling

Office Management Territory sales Profit & loss Windows Cash register Kitchen Management  
Experience Recruiting Hospitality Time management Order picking POS Retail Sales Box  
truck Profit & Loss Sales management Food production Training & development Food industry  
Catering Business Development Cash handling Sales Management Outside sales Driving  
Records management Logistics Restaurant Management Retail Management Hospitality  
management Sales Procurement Restaurant experience Financial Report Writing SAP ERP  
English Computer skills Warehouse experience

## Certifications and Licenses

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### Driver's License

#### ServSafe

April 2023 to April 2028

Manager Certified Food Handler ServeSafe

#### DOT Medical Card

June 2023 to June 2025

## Additional Information

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Authorized to work in the US for any employer