

James Malcolm Sattler

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Food Services Manager

"Manager of the Year" (2009) for Gold Resorts, where turnaround leadership of multimillion-dollar restaurant, banquet, room service and catering operations has resulted in record-setting profitability and eight "Best of Seattle" awards for fine dining excellence.

Key Skills

- Hospitality & Culinary Management
- Front- & Back-of-House Operations
- Budgeting & Cost Controls
- Five-Star Dining/Menu Development
- Teambuilding/Training/Supervision
- Safety/Sanitation/Quality Controls
- Vendor/Inventory Management
- Guest Service Excellence
- Multioutlet Operations
- Turnaround Management
- Strategic Marketing & Sales
- Payroll/P&L Management
- Profit & Growth Strategies
- Restaurant & Kitchen Design

Experience

GOLD RESORTS — SEATTLE, WA AND NASSAU, BAHAMAS

Owner/operator of 25 five-star resorts in the US and Caribbean.

Food Services Manager, 2006-Present
Assistant F&B Manager, 2004-2005
Restaurant Manager, 2002-2004

Bar Manager, 2001-2002
Assistant Manager, 2001
Manager Trainee, 2000

- Elevated gross sales of Gold Resorts' Seattle property 27% in first year as food services manager and by 12% or more every year thereafter.
- Achieved record profitability of restaurant and catering operations for the past three years. Cut food and labor costs by 16% while increasing sales, food/service quality and guest satisfaction.
- Redesigned menus and dining room layout; renegotiated terms with vendors/suppliers; halted rampant waste; and unified front- and back-of-house staff to create a cohesive, cooperative team committed to premium guest service and optimum profitability.
- Restored profitability to Nassau resort's fine dining restaurant as restaurant manager, propelling a 25% margin swing (from -6% to +18%) in one year. Efforts resulted in distinction as one of the "Top 500 Grossing Restaurants" by Restaurant Magazine for two years in a row.

Awards

- Best Fine Dining Restaurant (2007, 2008, 2009)
- Best Wine Bar (2007, 2008)
- Best Catering Service (2007, 2008, 2009) 0 Grossing Restaurants
- Restaurant Magazine (2003, 2004)

Education

Northern Arizona University, BS in Hospitality Management, 1999

ADDITIONAL TRAINING & CERTIFICATIONS:

- Culinary Managers Program, 2002
- Five-Star Training, 2000, 2001
- ServSafe Certified, 2000
- CDC Certified, 2000

Foreign Language

French