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# MICHAEL PAVARINI

## HOSPITALITY OPERATIONS MANAGER | TEAM LEADER

Proven track record with 10+ years of experience overseeing front-of-house operations for 200+ seat venues, directing floor planning, reservations, and guest flow; training and mentoring teams; programming and maintaining POS systems; and supporting data-driven decisions around staffing and sales performance. Recognized for consistently ranking as a top sales performer, generating well over \$1M in direct sales annually while maintaining exceptional service standards in fast-paced, high-expectation environments.

## CONTACT

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📍 White Plains, NY

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## SKILLS

### ⚙️ HOSPITALITY & OPERATIONS

- Restaurant Operations
- High-volume
- Client Relations
- Floor Management
- Staff Training
- Floor Planning
- Scheduling
- Fine Dining
- Beer, Wine & Spirits
- Inventory Management
- Vendor Management

### ⚙️ SYSTEMS & TOOLS

- POS Systems  
(OpenTable, Resy, Toast, Aldelo, Square, Micros, Restaurant Manager)
- POS Programming
- OS Configuration & Optimization

### ⚙️ BUSINESS & DIGITAL

- Sales Analysis
- Sales Reporting
- Microsoft 365 Suite
- Social Media Marketing
- SEO (Search Engine Optimization)
- Full Stack Web Development
- Creative Thinking
- Multitasking
- Task Prioritization

## CERTIFICATIONS

- AHA BLS Provider CPR/AED
- NYS EMT-B

## EXPERIENCE

### 🏠 MAÎTRE D' / SERVER 📅 Mar 2014 - Oct 2025

📍 *L'escale Restaurant and Bar, Greenwich, CT*

- Directed front-of-house operations for a high-end waterfront restaurant, managing guest flow, reservations, floor plans, and scheduling, maximizing revenue, efficiency, and guest satisfaction.
- Programmed and maintained POS systems, generated daily sales reports, and supported data-driven staffing and floor planning decisions. Trained and supervised FOH staff, reinforcing service standards, upselling strategies, and operational procedures to ensure consistent guest satisfaction.
- Provided world-class service, consistently generating well over \$1M in direct sales annually, and leading sales across all food and beverage categories.

### 🏠 BARTENDER / SERVER 📅 Sep 2022 - January 2026

📍 *Townhouse, Greenwich, CT*

- Led peers in total food and beverage sales, routinely producing the largest check and guest averages, ensuring top-quality service, and managing high volume in an elegant, modern atmosphere.
- Regularly entrusted with training and mentoring new and current employees on company policies, menu knowledge, and operational standards.
- Supported daily operations, including oversight of inventory, opening and closing procedures, use of Toast and Resy POS, table and wine service, banquet setup and service, bartending, and bar preparation.

### 🏠 GENERAL MANAGER 📅 Nov 2020 - Aug 2021

📍 *Sound Shore Distillery, Mamaroneck, NY*

- Led operations for the expansion and rebranding of the business, with the launch of a tasting room and storefront to complement the previously functioning distillery.
- Implemented operational policies to support scalable growth and team success. Developed initial vendor relationships, distribution channels, and marketing strategies, substantially improving initial margins, product quality, revenue growth, and brand presence.
- Directed daily operations of tasting room, staffing, guest experience strategies, and compliance with NYS Farm Distillery Licensing requirements. Assisted in production and provided guided tours of the distillery.

## EDUCATION

### 🎓 BACHELOR OF SCIENCE - MOLECULAR BIOLOGY 📅 May 2013

📍 *SUNY Binghamton, Binghamton, NY*

- Phi Beta Kappa Honors Society Inductee
- 3.34 Cumulative GPA

### 🎓 ASSOCIATE OF SCIENCE - MATH AND SCIENCE 📅 Dec 2010

📍 *SUNY Westchester, Valhalla, NY*

- Phi Theta Kappa Honors Society Inductee
- 3.45 Cumulative GPA