

ELIZABETH BLOUIN

GENERAL MANAGER | HOSPITALITY OPERATIONS & PEOPLE LEADERSHIP

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PROFESSIONAL SUMMARY

Hospitality operations leader with nearly a decade of General Manager experience leading a high-volume Manhattan operation generating approximately \$7M annually. Broad leadership across restaurant-level P&L accountability, people operations, labor and cost management, high-touch guest experience, events, compliance, facilities, and daily execution. Known for developing people, building strong teams, maintaining financial discipline, and delivering personalized hospitality for longstanding business and leisure clientele.

CORE LEADERSHIP

P&L & KPI Management • Labor Planning & Forecasting • Prime Cost & Cost Controls • Recruiting & Hiring • Employee Relations • Performance Management • Training & Development • High-Touch Hospitality • Business & C-suite Clientele • Leisure Guest Experience • Events & Private Dining • Facilities & Maintenance • Operational & Regulatory Compliance

PROFESSIONAL EXPERIENCE

SARABETH'S PARK AVENUE SOUTH - New York, NY

General Manager | October 2016 - August 2026

- Directed an approximately \$7M annual Manhattan restaurant with approximately 100 employees and accountability across financial performance, people operations, guest experience, compliance, facilities, events, and daily execution.
- Led restaurant-level P&L performance, labor, payroll, purchasing, inventory, operating expenses, forecasting, staffing, and controllable costs against company KPIs.
- Sustained strong financial performance across a nearly decade-long GM tenure, achieving prime cost in the 57% range during high-performing periods while driving year-over-year improvements in key controllable costs through disciplined labor, COGS, payroll, purchasing, inventory, and operating-expense management.
- Led the employee lifecycle across recruiting, interviewing, hiring, onboarding, training, scheduling, employee relations, performance management, investigations, documentation, progressive discipline, and employee development.
- Developed managers and emerging leaders through coaching, clear expectations, increased ownership, and accountability; helped implement a structured Manager in Training pathway and cross-training for expanded responsibilities.
- Maintained operational, labor, safety, and regulatory compliance, including procedures, documentation, training, corrective action, and management accountability; maintained NYC DOH Grade A on first inspection throughout GM tenure.
- Built long-term relationships with business clientele, including C-suite executives, and leisure guests, using guest history, profiles, reservations, and pre-service planning to anticipate needs and accommodate preferences.
- Oversaw private dining and event execution, using Tripleseat to review calendars, BEOs, contracts, and event requirements; coordinated staffing, service flow, timing, food and beverage teams, and real-time operational adjustments.

SARABETH'S EAST - New York, NY

Bar Manager | January 2015 - October 2016

- Managed the restaurant's bar program, executed by the service team, with responsibility for beverage training, inventory, purchasing, product standards, and cost controls.
- Maintained a strong dining-room presence, building relationships with regular guests and supporting overall service and guest experience; regularly served as the sole manager on duty.
- By the end of tenure, assumed responsibility for restaurant payroll and tip administration.
- Managed The Wales Hotel room service operation and executed corporate events sold by the General Manager, coordinating event requirements, food and beverage service, setup, and on-site execution.

SOUTHWEST PORCH - New York, NY

Bar Manager | 2014 - 2015

- Managed high-volume bar operations including staffing, inventory, training, cost controls, service execution, and guest experience.

EARLIER HOSPITALITY EXPERIENCE

Built my career from frontline hospitality roles through supervisory and management positions, developing a hands-on understanding of restaurant operations before advancing into General Manager leadership.

Head Bartender, Fiamma 41; Floor Manager / Bartender, Stove; Supervisor / Bartender / Server, Cranky's Café; Bartender, Morrison's Irish Bar; Bartender / Server, MOOD; Bartender / Server / Expediter / Host, TGI Fridays; Shift Supervisor, Starbucks

SYSTEMS

Microsoft Office • Restaurant365 • Toast POS • SevenRooms • Tripleseat • Harri • Paycor • Paylocity • Opus AI Training • Ingest AI

EDUCATION & CERTIFICATIONS

CUNY School of Professional Studies - Coursework in Human Relations | Queens College, CUNY - Coursework in History & Early Education

SHRM-CP Exam Scheduled - December 1, 2026 | NYC Food Protection Certificate | TIPS Certification | FDNY Certificates of Fitness G-93 & G-95