

- Outstanding customer service ability
- Can implement and supervise the company's operational aspects, consistent with the established standards
- Outstanding leading ability, positive attitude and a high sense of urgency
- A self-starter, quick learner, and an efficient team player
- Keen attention to details and with superior ability in multi-tasking
- Willing to work overtime and willing to travel
- Well experienced in Sales, F&B in any front department and handling customer care.

### Work Experience

#### Subway

2017-08 - Present

#### Food and Beverage Manager

- Recruiting, training, and supervising staff
- Agreeing and managing budgets
- Planning menus
- Ensuring compliance with licensing, hygiene, health, and safety legislation/guidelines
- Promoting and marketing the business
- Overseeing stock levels
- Ordering supplies
- Producing staff rosters
- Handling customer inquiries and complaints
- Taking reservations
- Greeting and advising customers
- Preparing and presenting staffing/sales reports
- Keeping statistical and financial records
- Assessing and improving profitability
- Handling the administration and paperwork
- Liaising with customers, employees, suppliers, licensing authorities, sales representatives, etc.
- Making improvements to the running of the business and developing the restaurant

#### Chaparral's Latin Kitchen & Tequileria

2013-08 - 2017-01

#### Beverage Manager

- Redesigned menus
- Restructured the bar program
- Hired and trained bartenders and the support staff
- Created financial tracking management systems
- Assisted General Manager with operations and objectives
- Managed vendor relations, orders, accounting, and organization
- Worked closely with the chef to be and maintain the food cost

#### Steve Gordon

2009-11 - 2013-02

#### Head Bartender

- Reported to the Dining Hall Manager
- Supervised the service of meals, effective sanitation, set up, and upkeep of all dining hall service areas
- Assigned and trained cooks and utility workers to offer smooth, efficient, and courteous service
- Handled the leftover food, advance preparation, and the cleaning of the kitchen to include sanitizing of equipment
- Performed and supervised custodial tasks including daily, periodic, and concentrated cleaning; sanitized the food preparation equipment, food service areas, storage areas, kitchen, floor, walls, furniture, and windows in accordance with the federal safety, cleanliness, and sanitation policies
- Supervised the entrance and exit security activities and cash receipts

#### Steve Gordon

2006-07 - 2009-09

#### Bartender

- Developed relationships with longstanding customers to ensure the same level of rapport as my co-bartender
- Managed inventory levels of an extensive wine list
- Customized personalized service during high volume service hours; made the requirements met in a timely and professional manner
- Informed customers for changed menu and daily specials

### Education

#### Boise College of Hospitality Management

2008 - 2009

#### Master of Science in Hospitality and Tourism Management