

# ROBERT SMITH

## Food and Beverage Manager/Bartender

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### SUMMARY

Dedicated professional guaranteeing smooth operation and brand standards are met. Extensive customer service experiences making sure all customers are happy. Problem Solving, multi-tasking and delivering prompt friendly service. Maintains a positive attitude, decreasing staff turnover. Seeks managerial position in food & beverage Department.

### CORE COMPETENCIES

Microsoft Office, Management, Customer Service.

### PROFESSIONAL EXPERIENCE

#### Food and Beverage Manager/Bartender

ABC Corporation - 2014 – 2014

##### Key Deliverables:

- Directed the activities of all food and beverage outlets.
- Budgeted, financial performance, service and quality standards. Ensure guest satisfaction measured by GSI score and strives continuous improvement of these standards.
- Implemented revised menus in outlets, streamlined cost containment initiatives and adjusted staffing levels responding to seasonal need.
- Assured proper functioning of the point of sales system and coordinates with the systems department of maintenance and periodic upgrades.
- Selects all wine for purchase and creates wine list for all F&B outlets.
- Accomplished food and beverage services human resource strategies by determining accountability communicating and enforcing values, policies, and procedures; counseling, disciplinary, planning, monitoring appraising; and reviewing job contributions.
- Prepared schedules and payroll for all F&B department.

#### Food And Beverage Manager

ABC Corporation - 2010 – 2014

##### Key Deliverables:

- Responsible for analyzing data, drawing conclusions, implementing appropriate changes, and meeting deadlines.
- Responsible for assuring attainment of governmental regulations governing food and beverage.
- Responsible for assuring excellent in customer and employee relations.
- Responsible for entirety of location, including planning, budgeting, negotiating, facilities, personnel training, compliance, financial services, and operational management of multiple outlets throughout the park.
- Responsible for vendor relations and inventory management High accountability for managing costs, including labor, with expectation to come in on or under budget.