



Aiden Kelly

Assistant Food and Beverage Manager

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Summary

Experienced F&B supervisor with a passion for quality service and customer satisfaction. Proven track record of managing daily operations, training staff, and ensuring compliance with health, safety, and hygiene standards.

Experience

The Ritz-Carlton

New York, NY

Food and Beverage Manager

Date period

Oversaw daily F&B operations resulting in increased guest satisfaction ratings

- Managed a team of 25+ employees, providing training and coaching to improve performance
- Collaborated with the Executive Chef to develop seasonal menus and enhance food offerings
- Implemented cost-saving measures resulting in a 15% decrease in food and beverage costs

The Plaza Hotel

New York, NY

Assistant Food and Beverage Manager

Date period

Supported daily F&B operations resulting in improved employee retention rates

- Assisted in managing a team of 20+ employees, providing training and development opportunities
- Implemented new service standards resulting in a 10% increase in guest satisfaction ratings
- Coordinated catering services for high-profile events with up to 500 attendees

The Waldorf Astoria

New York, NY

Food and Beverage Supervisor

Date period

Managed daily F&B operations resulting in improved efficiency and productivity

- Supervised a team of 15+ employees, ensuring compliance with health, safety, and hygiene standards
- Implemented new inventory management system resulting in a 20% reduction in waste
- Assisted in coordinating banquets and private events with up to 200 guests

Strengths

★ Leadership

Led a team of 10 to exceed sales targets by 20% in Q2 2022.

⚡ Problem-solving

Identified and resolved inventory discrepancies resulting in a 15% cost savings.

❤️ Customer service

Achieved a 95% guest satisfaction rating through staff training and quality control measures.

Education

New York University

New York, NY

Bachelor of Science in Hospitality Management

Date period

Languages

English Native ● ● ● ●

Spanish Proficient ● ● ● ●

French Advanced ● ● ● ●