

Robert Smith

Food and Beverage manager/Operations Assistant

CONTACT DETAILS

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PERSONAL STATEMENT

Accomplished management professional with a demonstrated track record of creating rapport and trust with clients in a diverse setting. Knowledgeable in many areas of operations including managing, coaching, sales, and collections. Strong management skills exhibited through managing day to day operations of 100 seat call center.

WORK EXPERIENCE

Food and Beverage manager/Operations Assistant

ABC Corporation - April 2007 - November 2012

Responsibilities:

- Responsible for the daily operations of the Hotel F&B departments including Room Service and meeting room functions.
- Assist and meet with clients to finalize all meeting room set-ups, menus and equipment requirements.
- Inspected the meeting rooms prior to each event to ensure that the set-ups are correct and to meet the meeting planner to offer personal service to ensure a successful event.
- Oversee Banquet staff and Room Service staff in all aspects of scheduling, set-up and banquet service for all sales group.
- Oversee the room service function for the hotel in addition to events held in guest rooms and meeting rooms.
- Effectively assures appropriate staff hiring and training according to hotel and department procedures, provide fair, consistent and impartial evaluation and disciplinary actions.
- Worked with Director of Catering and the Corporate Chef to consistently upgrade service standards and food presentations.

Food And Beverage Manager

ABC Corporation - 2004 - 2007

Responsibilities:

- Responsible for the entire food and beverage operation on a particular cruise ship at a time.
- Worked on 10 different ships, varying in size.
- Brought out two new cruise ships from Europe, the Ms Jubilee from Sweden and the Ms Fascination from Finland.
- Was totally responsible for setting up and managing the entire food and beverage operation on the Ms Fascination.
- Appointed the designated trainer for Carnival Cruise Lines food and beverage management training program.
- Started with the company at 19 years old and promoted to food and beverage manager at 23 years old.
- Was still the youngest food and beverage manager within the company when I left at the age of 29 in 1995..

SKILLS

Training & Development,
Leadership
Development, Marketing,
Hiring, Food and
beverage.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)