

# Robert Smith

## Assistant Food and Beverage Manager

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### SUMMARY

Assistant Food And Beverage Manager with 6 plus years of experience seeking to join a company where my skills in customer service, employee feedback, and employee training will be used to exceed customer expectations, drive revenue, and uphold the integrity of a well-established company.

### SKILLS

Staff Training, Schedule, Experience With Medical Records, General Knowledge Of Computer Software, On Time And Reliable, Weekend Availability, Works Well As Part Of A Team Or Individually, Excellent Multi-tasker, Rapid Order Processing, Conflict Resolution Techniques, Results-oriented, Marketing, And Advertising.

### WORK EXPERIENCE

#### Assistant Food and Beverage Manager

Rosen Shingle Creek - February 2015 - Present

- Overseeing operations in various outlets within the hotel - including laurel court restaurant, in-room dining, cafe, and the Tonga room.
- Responsible for collaborating with kitchen in regard to reservations and forecast.
- Responsible for preparing the floor layout and the assignments for the staff.
- Successfully planning and organizing numerous banquet events and requisition lists.
- Resolving many customer complaints, and always ensured that the customers leave satisfied.
- Negotiating with suppliers to reduce cost and consistently achieved 15% department profitability.
- Improving the efficiency in inventory, labor, and point-of-sale management using oracle micros.

#### Assistant Restaurant & Bar Manager

Rosen Inn International - October 2012 - February 2015

- Led, monthly safety check, approving payroll, writing schedules, training fellow managers, filing.
- Worked with the kitchen and bar staffs on developing new menu selections and keeping the atmosphere upbeat and appealing to a diverse clientele.
- Ensured the food prepared in the dining rooms kitchen is cooked thoroughly and meets customers satisfaction working closely with the kitchen staff to ensure that the food quality, quantity, presentation, and service is up to standards.
- Assisted in food service operations, including but not limited to scheduling and coordinating services for breakfast, lunch, and dinner.
- Communicated information to other departments orders supplies needed for.
- Coordinated, set up and breakdown of all meeting space within the hotel.
- Extraordinary customer service skills to make sure guests needs are met.

### EDUCATION

Bachelors Of Hospitality Management in Hospitality Management - 2012(University Of Central Florida )Associate Of Arts - 2010(Valencia College )