

Director of Food and Beverage

ROBERT SMITH

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Objective

Customer-centric, performance-driven director with more than 15 years of management experience specializing in full-service hospitality operations. Utilize extensive background in providing hands-on leadership to achieve solid business results. Address guests' needs and concerns to continuously improve service standards, quality and profitability. Proven effectiveness to multi-task in a competitive, challenging and fast-paced environment.

Skills

Certified TEAM trainer, Serv Safe certified.

Work Experience

Director of Food and Beverage

ABC Corporation - April 2009 – February 2010

- Managed a team of seven managers and 45 employees, responsible for cross functional team development across five venues to build sales, teams & understanding, and concept awareness.
- Balanced controllable expenses and budgeting to regain profitability of the Burdicks Bar and Restaurant.
- Built banquet and restaurant sales on SWOT analysis to target collegiate demographic through innovative menu design, promotions and corporate partnerships.
- Branded Greenleaf Hospitality Groups entities with cross property promotions to increase awareness of products and services between departments and locations.
- Created training program for Burdicks Bar and Restaurant based on the partnership of competencies and talent levels of employees.
- Identified organizational opportunities and implemented systems to correct behaviors and standards to drive company's core values and mission.
- Implemented cost controls on food and beverage inventories by minimizing menu items, par levels and pricing contracts.

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ABC Corporation - 2006 – 2009

- 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.
- Directed all food and beverage operations including restaurants, room service, conventions, and meeting space for a 150 room hotel.
- Identify new offering opportunities and negotiate new contracts with vendors.
- Responsible for accounting, invoicing, purchasing, vendor relations, legal compliance, operational projections, asset protection, facilities management, training compliance, and staff engagement.