



# Vanessa Ford

## Food And Beverage Manager

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### MY LIFE PHILOSOPHY

Excellence is not an act, but a habit.

### STRENGTHS

#### ⚡ Leadership

Led a team of 20+ staff members, resulting in increased productivity and customer satisfaction.

#### 🛠 Problem-solving

Quickly identified and resolved issues with food and beverage operations, ensuring smooth service delivery.

#### ★ Communication

Effectively communicated with team members and customers, resulting in improved collaboration and customer experience.

#### 📝 Organizational skills

Successfully managed multiple projects and schedules, ensuring timely completion and high-quality output.

### SKILLS

Food and beverage operations ·

Team leadership · Customer service ·

Budgeting and financial management ·

Menu planning and development ·

Staff training and development ·

Event coordination ·

Inventory management ·

Problem-solving · Communication

### SUMMARY

Passionate and results-driven Food & Beverage Manager with over 6 years of experience in luxury hospitality. Proven track record in leading high-performing teams, optimizing operations, and delivering exceptional guest experiences. Advanced knowledge of food & beverage operations combined with strong leadership skills enable me to elevate standards and drive financial performance. My achievements include reducing expenses by 15%, increasing revenue by 25%, and implementing sustainable practices. Fluent in English and Spanish. Committed to creating memorable experiences and fostering a positive work environment. Ready to contribute to the success of Baccarat New York.

### EXPERIENCE

#### Food & Beverage Manager

2022 - Ongoing

#### Fine Dining Hospitality Group

New York, NY

Managed the food and beverage operations of a luxury restaurant, overseeing a team of 30+ staff members.

- Implemented cost-saving measures resulting in a 15% decrease in food and beverage expenses.
- Developed and implemented training programs, resulting in a 20% increase in staff productivity.
- Collaborated with the chef to create seasonal menu offerings, resulting in enhanced guest satisfaction and increased revenue.

#### Restaurant Manager

2017 - 2022

#### Luxury Hotel & Resort

Los Angeles, CA

Managed daily operations of a high-end restaurant, ensuring exceptional guest service and satisfaction.

- Achieved a 25% increase in yearly revenue by implementing new marketing strategies.
- Developed and maintained strong relationships with local suppliers, resulting in improved quality of ingredients.
- Implemented staff incentive programs resulting in a 20% decrease in staff turnover.

#### Assistant Food & Beverage Manager

2015 - 2017

#### Upscale Restaurant Group

Miami, FL

Assisted the Food & Beverage Manager in daily operations and provided support to the service team.

- Implemented new customer service protocols resulting in a 10% increase in guest satisfaction scores.
- Coordinated special events and private functions, resulting in increased revenue and positive customer feedback.
- Trained and mentored new staff members, resulting in improved service standards and customer experience.