

Robert Smith

Assistant Food and Beverage Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Assistant Food And Beverage Manager with 7 plus years of experience seeking to have a job that would enable me to use my talent and skills as well as contribute to organizations goals and which would provide excellent opportunities for career advancement and personal growth.

WORK EXPERIENCE

Assistant Food and Beverage Manager **Hilton Worldwide - April 2012 - Present**

Responsibilities:

- Notifying the management of ordering needs (liquor, beer, wine, paper goods, etc.).
- Meeting, greeting and encouraging the feedback from customers and use feedback to implement positive changes within the restaurant.
- Maintaining a safe working and guest environment to reduce the risk of injury and accidents.
- Overseeing the front of house and back of the house personnel to maintain adequate staffing and minimize overtime.
- Leading and directing team members in effective methods, operations and procedures.
- Actively participating in ongoing customer service programs to build sales and rapport in the community.
- Recognizing and formally acknowledging outstanding staff performance to boost company morale and productivity.

Assistant Food and Beverage Manager **Darden Restaurants, Inc - April 2011 - April 2012**

Responsibilities:

- Clearly and promptly communicated the pertinent information to staff, such as large reservations or last-minute menu changes.
- Responsible directly for guest satisfaction and overall quality of product and customer service.
- Created and execute opening menu working the US foods and various brokers.
- Created standard operating procedures to open concessions stand at the busy baseball complex.
- Attended daily manager meeting, conducting pre-shift meetings with staff and attending BEO/resume meetings.
- Touched guest tables to ensure guest satisfaction and handling any guest complaints.
- Interacted positively with customers while promoting hotel facilities and services.

SKILLS

All Microsoft Office Suite,
SharePoint, Adobe,
Dropbox, Google Docs
WordPress, Online
Meeting Software,
Proprietary CMS Social
Media Marketing, Email
Campaigns, Chat And
Forum Moderation

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company
Name)
Reference – 2 (Company
Name)