

# AIDEN KELLY

## Assistant Food and Beverage Manager

@ johndoe@email.com

📍 New York, NY

## SUMMARY

Experienced F&B supervisor with a passion for quality service and customer satisfaction. Proven track record of managing daily operations, training staff, and ensuring compliance with health, safety, and hygiene standards.

## EXPERIENCE

### Food and Beverage Manager

#### The Ritz-Carlton

📅 Date period 📍 New York, NY

Oversaw daily F&B operations resulting in increased guest satisfaction ratings

- Managed a team of 25+ employees, providing training and coaching to improve performance
- Collaborated with the Executive Chef to develop seasonal menus and enhance food offerings
- Implemented cost-saving measures resulting in a 15% decrease in food and beverage costs

### Assistant Food and Beverage Manager

#### The Plaza Hotel

📅 Date period 📍 New York, NY

Supported daily F&B operations resulting in improved employee retention rates

- Assisted in managing a team of 20+ employees, providing training and development opportunities
- Implemented new service standards resulting in a 10% increase in guest satisfaction ratings
- Coordinated catering services for high-profile events with up to 500 attendees

### Food and Beverage Supervisor

#### The Waldorf Astoria

📅 Date period 📍 New York, NY

Managed daily F&B operations resulting in improved efficiency and productivity

- Supervised a team of 15+ employees, ensuring compliance with health, safety, and hygiene standards
- Implemented new inventory management system resulting in a 20% reduction in waste
- Assisted in coordinating banquets and private events with up to 200 guests

## EDUCATION

### Bachelor of Science in Hospitality Management

#### New York University

📅 Date period 📍 New York, NY

## STRENGTHS



#### Leadership

Led a team of 10 to exceed sales targets by 20% in Q2 2022.



#### Problem-solving

Identified and resolved inventory discrepancies resulting in a 15% cost savings.



#### Customer service

Achieved a 95% guest satisfaction rating through staff training and quality control measures.

## SKILLS

Team management

Inventory management

Training and development

Budgeting and cost control

Menu planning

Quality control

Event planning

## ACHIEVEMENTS



#### Opening a new restaurant

Managed all aspects of opening a new restaurant, including menu development, staff training, and marketing.



#### Increasing revenue

Implemented cost control measures and menu revisions resulting in a 10% increase in revenue in one year.

## AWARDS



#### Hospitality Excellence Award

Received award for outstanding service at XYZ Hotel in 2021.