

Reid Roberts

86865 Ratke Tunnel, Philadelphia, PA ♦ Phone: +1 (555) 910 5966

EXPERIENCE

SENIOR MANAGER, FOOD & BEVERAGE

Dallas, TX

07/2014 – present

- Responsible for financial performance of daily operations including cost of sales & labor, budget development and analysis of financial information
- Human Resource Responsibility: develop, appraise, and discipline staff following company procedures
- Manage inventory levels daily and participate in monthly inventory procedures
- Ensures entire outlet operates under Tips/Alcohol Management guidelines, HACCP guidelines and adheres to Serve Safe Culinary Guidelines
- Responsible for banquet and wedding execution and management within the bar, restaurant and patio
- Operate business to established Mountain dining standards
- Know and enforce local, state and federal regulations for the sale and distribution of alcohol

GLOBAL KEY ACCOUNT MANAGER FOOD & BEVERAGE

Boston, MA

07/2011 – 04/2014

- Is coordinating strategies and actions with Regional Key Account Managers
- Develop a dedicated account plan
- Establish solid and long-term connections to high levels in the client organization
- Provide active support to front end sales for the accounts
- Develops productive and professional relationships with senior level in assigned customer accounts to identify synergies and opportunities to develop long term partnerships
- Coordinates the involvement of the company personnel, including support, service, and management, in order to meet account performance objectives and customers' expectations
- Proactively leads globally the strategic account planning process that develops mutual performance objectives, financial targets, and critical milestones for a one and three year period

ASSISTANT MANAGER, FOOD & BEVERAGE OPERATIONS

New York, NY

09/2004 – 06/2011

- Perform other such duties as may be assigned by Director of Operations, District Director, General Manager and Manager
- Provides information to supervisors and co-workers by telephone, in written form, e-mail, or in person
- Assist GM with hiring, training and associate development
- Performs hourly job function if necessary
- Maintain facilities that are clean, safe and in good repair
- Comprehends budgets, operating statements and payroll progress report
- Proficient in Microsoft® Word, Excel, POS System

EDUCATION

CALIFORNIA STATE UNIVERSITY, LOS ANGELES

Bachelor's Degree in Engineering

SKILLS

- Ability to deal professionally, courteously and tactfully with the public and coworkers
- Thorough knowledge of food service policies, procedures and cost control
- Ability to multi-task, follow through and re-prioritize well to meet deadlines
- Ability to communicate and develop an effective working relationship with fellow associates, managers, outside representatives, agencies, and Red Lion guests
- Thorough knowledge of computer systems: i.e. MS Excel, Word, PowerPoint, and electronic scheduling and e-mail systems. Copy, fax and scanning
- Ability to read, write and communicate effectively with others
- Health Card
- Proof of Hepatitis Shot