

WORK EXPERIENCE

FOOD & BEVERAGE MANAGER

08/2015 - PRESENT

Houston, TX

- Liase between F&B and Banquets & Events, PR, and Op.'s to ensure proper distribution of all materials and information relevant to ongoing operations
- Anticipate our guests' needs and respond promptly
- Flexibility. This is a demanding business and we look for flexibility with work days and hours, but it's also a lot of fun!
- Ensure that all banks are deposited. All drops are witnessed and all servers' paper work is balanced
- Monitor and maintain proper inventory to ensure it's in line with budgeted cost of sales
- Act as a liaison to the Engineering and Housekeeping Departments in regards to maintenance of the property's functionality and overall look
- Considerable skill in math using percentages

ASSISTANT FOOD & BEVERAGE MANAGER

08/2012 - 02/2015

San Francisco, CA

- Integrity - We do the right thing, all the time
- Now - We operate with a sense of urgency and discipline
- Determines and creates policies, procedures and manuals for direct reports
- Establishes objectives and goals for the team; plans, organizes and manages work flow
- Assigns, monitors, and reviews work; evaluates direct report's performance
- Recruit, interview, train, discipline, and terminate direct reports
- Orientate and train direct reports

SENIOR FOOD & BEVERAGE MANAGER

03/2006 - 07/2012

Chicago, IL

- Approves time records and time off requests; submits payroll for direct reports
- Investigates and resolves concerns and complaints
- Provide assistance and support; maintains a positive and professional working environment
- Manage all F&B operations to include, but not limited to, banqueting, guest service standards and initiatives, product quality, cost controls and overall profitability, marketing initiatives, systems use and management, budgeting and forecasting, department management, policy and procedure implementation and enforcement and meeting participation and facilitation
- Previous F&B supervisory experience
- Direct, manage and provide strategic leadership and direction for assigned Food & Beverage outlets including Restaurant, Lobby Lounge, and In Room Dining
- Maximize revenues, profitability and control costs of the operations
- Ensure effective operations of applicable food and beverage venues at all times

EDUCATION

UNIVERSITY OF GEORGIA

2002 - 2006

Bachelor's Degree in Hotel Management

PROFESSIONAL SKILLS

- We are looking for individuals who have a thorough knowledge of food and beverage operation, excellent leadership skills and strong interpersonal skills
- Excellent communication skills, both verbally and in wring, to respond to guest requests and give direction to co-workers
- Excellent communication, guest service and team building skills
- Excellent leadership skills; proactive approach
- Excellent communicator and interpersonal skills
- Proven leadership skills are essential
- Excellent verbal and written communication and interpersonal skills and ability to work with diverse populations and personalities