

Ellen Witting

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EXPERIENCE

FRANCHISED FOOD & BEVERAGE MANAGER

Chicago, IL

12/2016 – present

- Provide assistance to other team members and departments to contribute to the best overall performance of the department, restaurant and hotel
- Supervises and manages employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence
- Inform management promptly of any work-related problems or guest complaints
- Create and maintain good working relations with suppliers, negotiate terms of business and costs to the benefit of the hotel
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Providing guidance and direction to subordinates, including setting performance
- Perform other duties as assigned, requested or deemed necessary by management

FOOD & BEVERAGE MANAGER

New York, NY

10/2009 – 09/2016

- Interacts with management of other department within areas of responsibility and develops solid working relationships with them
- Participates in training and development programs to improve personal or departmental standards liaising with the Training Manager
- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance
- Work with sales to manage the development of new products and services
- Provide a professional, advisory and executive support service to the General Manager to assist in meeting strategic goals
- Assist in drink and food menu development
- Provides proper training and development for employees

ASSISTANT FOOD & BEVERAGE MANAGER

Detroit, MI

02/2006 – 09/2009

- Manages work procedures and expedites workflow
- Provides managerial coverage to beverage areas in the absence of a beverage manager
- Works with management to developing marketing and promotional ideas to enhance business in the department
- Supervises and manages associates. Manages all day-to-day operations. Understands associates positions well enough to perform duties in associates absence
- Recruits, interviews, recommends for hire and trains assistant management and hourly employees
- Perform all other duties as assigned by Director and Manager of F&B
- Assist the Food & Beverage Manager to oversee the Food & Beverage operations

EDUCATION

TEXAS A&M UNIVERSITY

Bachelor's Degree in Hotel Management

SKILLS

- Ability to comprehend good quality products and maintain proper consistency on all finished products
- Basic knowledge of inventory and rotation of food
- Possess great attention to detail
- Ability to use all senses to ensure food quality standards are met
- Excellent oral and written communication skills and the ability to interact patiently, tactfully, and diplomatically with internal and external guests
- Strong knowledge of hotel restaurant operations, including fine dining, bar, high tea and banquet operations
- Good working knowledge of different systems and reports
- Proficient in time management; the ability to organize and manage multiple priorities
- Strong leadership skills with ability to coach, mentor, train and develop staff
- Highly responsible & reliable