

Food and Beverage Director

ROBERT SMITH

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Objective

Highly self-motivated and results-driven hospitality professional with a Master's in Business Administration and more than 18 years providing leadership and motivating service teams in delivering superior customer service in the hospitality industry. Detail-oriented, analytical and methodical with insightful critical thinking to strategize solutions in addressing process and people-centric work issues even under stressful work conditions.

Skills

Customer Service, Receptionist.

Work Experience

Food and Beverage Director

ABC Corporation - 2013 - 2014

- Managing customer service operations, training, motivating, and directing 20-person Customer Service & Maintenance Team, and providing Best-in-Class customer service.
- Procuring, managing, and allocating supply, beverage, food, and gift shop inventories, minimizing waste and shrinkage, and maximizing profit margins.
- Providing one-on-one team training, modeling superior customer service strategies, and improving customer service quality and guest satisfaction.
- Developed and presented a strategic costing model and performance analysis report to the Executive Chef and General Manager, and facilitated a more efficient decision-making process.
- Orchestrated and managed private parties and catering events for corporate and private groups ranging from 100 to 300 guests; directed bartending and service staff, and assured seamless event execution from start to finish.
- Shouldered profit and loss accountability, managed/administered operating budget, and substantially reduced operating expense.
- Sourced and established strategic vendor relationships, negotiated market-competitive food, beverage, capital equipment, and maintenance agreement purchases, controlled operating costs, and optimized ROI. Strategically scheduled personnel, balanced shift coverage, and decreased labor expense.

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ABC Corporation - 2010 - 2013

- Hired to consult in a \$5 million renovation process of the entire hotel (8 month project) Reconstruct and reopen restaurant and bar which was closed for 5 years.
- Reintroduce to the local community with great success. Attended daily construction planning meetings to coordinate progress of the plan.
- Reopened restaurant attached to the hotel with great local and in house guests reviews. Resurrected challenged food and beverage department. Manage all aspects food and beverage operations in 195 Room Hotel.
- Managed 25,000 sq. ft.