

Boyd Rankin

Food and Beverage Manager

City: Salt Lake
Phone: 555-555-2222
Email: rankin@saltlake.com

- Outstanding customer service ability.
- Can implement and supervise the company's operational aspects, consistent with the established standards.
- Outstanding leading ability, positive attitude and a high sense of urgency.
- A self-starter, quick learner, and an efficient team player.
- Keen attention to details and with superior ability in multi-tasking.
- Willing to work overtime and willing to travel.
- Well experienced in Sales, F&B in any front department and handling customer care.

Work Experience

Waitress

2007-08 - Present

Food and Beverage Manager

- Recruiting, training, and supervising staff.
- Agreeing and managing budgets.
- Planning menus.
- Ensuring compliance with licensing, hygiene, health, and safety legislation/guidelines.
- Promoting and marketing the business.
- Overseeing stock levels.
- Ordering supplies.
- Producing staff rota.
- Handling customer inquiries and complaints.
- Taking reservations.
- Greeting and addressing customers.
- Preparing and presenting staffing/sales reports.
- Keeping statistical and financial records.
- Assessing and improving profitability.
- Handling the administration and paperwork.
- Liaising with customers, employees, suppliers, licensing authorities, sales representatives, etc.
- Making improvements to the running of the business and developing the restaurant.

Production Line Kitchen & Tequaria

2003-08 - 2007-07

Beverage Manager

- Redesigned menu.
- Restructured the bar program.
- Hired and trained bartenders and the support staff.
- Created financial tracking management systems.
- Visited General Manager with operations and objectives.
- Managed vendor relations, orders, accounting, and organization.
- Worked closely with the chef to be and maintain the food tool.

Cafeteria Worker

2000-01 - 2003-02

Head Bartender

- Reported to the Dining Hall Manager.
- Supervised the service of meals, effective sanitization, set up, and upkeep of all dining hall service areas.
- Assigned and trained cooks and utility workers to offer smooth, efficient, and courteous service.
- Handled the leftover food, advanced preparation, and the cleaning of the kitchen to include sanitizing of equipment.
- Performed and supervised custodial tasks including daily, periodic, and concentrated cleaning: sanitized the food preparation equipment, food service areas, storage areas, kitchen, floors, walls, fixtures, and windows in accordance with the federal safety, cleanliness, and sanitization policies.
- Supervised the entrance and exit security activities and cash receipts.

Waiter

2000-01 - 2000-02

Bartender

- Developed relationships with long-standing customers to ensure the same level of rapport as my co-bartender.
- Managed inventory levels of an extensive wine list.
- Sustained personalized service during high volume service hours; made the requirements met in a timely and professional manner.
- Informed customers for changed menu and daily specials.

Education

Roxor College of Hospitality Management

Master of Science in Hospitality and Tourism Management

2000 - 2001