

Eveline Vonkaenel

Assistant Food and Beverage Manager

Profile

Dedicated Assistant Food and Beverage Manager with 2 years of experience in overseeing daily operations, delivering exceptional customer service, and driving sales growth. Adept at managing teams, implementing cost control measures, and ensuring compliance with safety and sanitation standards. Proven track record of enhancing guest satisfaction and streamlining workflow for optimal efficiency. Passionate about fostering a positive work environment and driving continuous improvement in the food and beverage industry.

Employment History

Assistant Food and Beverage Manager at Arctic Catering & Support Services, AK

Feb 2023 - Present

- Successfully increased overall customer satisfaction by 15% through the implementation of new menu offerings and improved service standards.
- Streamlined inventory management processes, reducing food waste by 20% and saving the company \$50,000 annually.
- Led a team of 25 staff members, achieving a 10% increase in employee retention and reducing turnover costs by \$30,000 per year.
- Implemented a new training program for staff, resulting in a 5% improvement in overall efficiency and a 12% increase in sales revenue.

Food and Beverage Supervisor at Westmark Fairbanks Hotel & Conference Center, AK

Sep 2021 - Dec 2022

- Successfully managed a team of 15 staff members, resulting in a 20% increase in customer satisfaction ratings during the first year of employment.
- Implemented new inventory management system, reducing food waste by 30% and saving the hotel \$10,000 annually.
- Developed and executed successful marketing campaigns for the hotel's restaurant and bar, leading to a 25% increase in revenue over a two-year period.
- Collaborated with the Conference Center team to plan and execute high-quality catering services for over 50 events per year, resulting in a 15% increase in repeat bookings.

Education

Associate of Applied Science in Hospitality Management at University of Alaska Anchorage, AK

Aug 2017 - May 2021

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Customer Service, Event Planning, Marketing and Sales, Financial Management, Human Resources, and Hotel Facilities Management.

Certificates

Details

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Links

linkedin.com/in/evelinevonkaenel

Skills

Inventory Management

Menu Development

Staff Training

Customer Service

Budgeting

Event Planning

Quality Control

Languages

English

Russian

Hobbies

Wine tasting

Home brewing

Cooking and experimenting with new recipes