

# Ava Ondricka

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## EXPERIENCE

### DIRECTOR OF FOOD & BEVERAGE OPERATIONS

#### Dallas, TX

01/2015 – present

- Ensures all operations comply with concept clarity statement. Creates and executes marketing plan to build sales
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Creates and oversee completion of location business (MAP) objectives Client/Partner Relationship
- Executes primary relationship with business and key revenue client/partners
- Regularly obtains feedback from guests to improve operations
- Develops and recommends all menus, promotions and programs in accordance with Levy standards
- Respond and assist in any departmental guest service issues

### FOOD & BEVERAGE OPERATIONS MANAGER

#### Dallas, TX

10/2008 – 09/2014

- Supervises work through planning and scheduling of work assignments, and by coaching subordinates for improved performance including the Catering Coordinator
- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance
- Provides information to supervisors and co-workers by telephone, in written form, e-mail, or in person
- Assists with the training, orientation, and development of new employees
- Assists with, develops and analysis of departmental budgets, forecasts, capital asset plans and other operational reports
- Performs hourly job function if necessary
- Ensures a safe work and customer environment

### FOOD & BEVERAGE OPERATIONS COORDINATOR

#### Philadelphia, PA

01/2006 – 07/2008

- Write, research and prepare reports, documents, menus and letters as requested by the Executive Chef and Culinary management team
- Assist in Month end/Yearend inventory for Culinary and Stewarding
- Assist in CAPEX and purchases for Culinary and Stewarding
- Assist in creating, tracking, scheduling and approving PTO's and Vacations
- Keep updated list and organized Colleague Telephone Numbers for stewarding and Culinary including Union extras
- Reporting Engineering maintenance requests through the Royal Service System for Culinary and Stewarding
- Submit weekly and bi-monthly payroll to Accounting

## EDUCATION

### EAST CAROLINA UNIVERSITY

Bachelor's Degree in Hospitality Management

## SKILLS

- Ability to maintain excellent relations with staff; ability to maintain staff and guest confidentiality at all times
- Accountable for the profitability of the department
- Ability to understand a financial statement and react to it; ability to establish annual objectives for the division and each management member of the team
- Ability to effectuate quality and quantity control standards
- Ability to participate in (and lead when necessary) all departmental and hotel-wide meetings
- Ability to converse calmly with irate guests, superiors and subordinates in sometimes intense emotional situations
- Ability to create systems and standards and train others in delivering an exceptional experience while taking pride in service and product
- Ability to access, input, analyze and retrieve information from computers
- Ability to focus and maintain attention to performance of tasks despite frequent stressful, emergency, critical or unusual interruptions
- Effective and positive leadership skills, including ability to clearly set expectations, train individuals and foster teamwork