

# ROBERT SMITH

## Food and Beverage Supervisor

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### SUMMARY

Dependable Manager bringing management experience and a willingness to take on added responsibility to meet tight deadlines. Enthusiastic team player with a strong work ethic and advanced complex problem solving skills.

### CORE COMPETENCIES

Microsoft Office.

### PROFESSIONAL EXPERIENCE

#### Food and Beverage Supervisor

ABC Corporation - April 2007 – April 2010

##### Key Deliverables:

- Supervise day to day operations of Ripple Diner, Ripple Express, Room Service for 300 room onsite hotel.
- Wrote standard operating procedures for all positions within the food and beverage department.
- Carefully interviewed, selected, trained and supervised staff.
- Clearly and promptly communicated pertinent information to staff, such as large reservations or last minute menu changes.
- Interacted positively with customers while promoting hotel facilities and services.
- Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
- Correctly calculated inventory and ordered appropriate supplies.

#### Food And Beverage Supervisor

ABC Corporation - 2005 – 2007

##### Key Deliverables:

- Continually provided exceptional service to customers by being friendly, knowledgeable and accommodating.
- Maintained a consistent, regular attendance record.
- Set up storeroom and work areas to allow easy access to stock items.
- Effectively and calmly resolved situations with intoxicated guests.
- Actively promoted a cooperative and harmonious working climate to boost morale, productivity and efficiency.
- Partnered successfully with the general manager and food and beverage director to produce the highest service scores in the hotel's history.
- Trained, coached and mentored staff to ensure smooth adoption of new programs..

### EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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