

# EHTEL HYATT

28472 MULLER WELLS, SAN FRANCISCO, CA

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## PHONE

+1 (555) 515 7134

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## EXPERIENCE

### WEIMANN GROUP

06/2018 – present

Dallas, TX // *Food & Beverage Assistant*

- Familiarity with restaurant management software, like OpenTable, excel, Avero, Symphony
- Interact with the guest in Japanese and English
- Banquet event knowledge in an upscale environment
- Computer knowledge, particularly POS (MICROS), Silverware, and Microsoft Office advantageous
- Be computer literate and fully conversant with Microsoft Office software including Word, Excel and PowerPoint
- Maintain food & beverage sales/marketing programs
- Oversee development of employees

### MERTZ GROUP

01/2011 – 12/2017

Dallas, TX // *Food & Beverage Assistant*

- Highly enthusiastic, agile, and has entrepreneurial spirit
- Has strong communication skills and teamwork abilities
- Enjoys working under pressure in a high-paced environment
- Goes above and beyond to deliver a high-quality experience
- Previous experience as a waiter/waitress and a good understanding of food and beverage is desirable
- Ideally BA hotel Management / Business or equivalent
- Preferably experience in a 4/5 star branded international hotel chain
- Coordinate outlet operations with other hotel departments to ensure efficient guest service

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## EDUCATION

### MASSACHUSETTS COLLEGE OF ART

*University in Hospitality*

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## SKILLS

- Thorough knowledge of service, cost control in F&B, labor controls, menu writing
- Previous experience in Food and Beverage at a department head level
- Knowledge of hotel computer systems
- Previous experience working in a hotel and/or unionized environment is an asset
- Computer skills, including Microsoft Word, Excel and Outlook
- Previous Special Events and Restaurant experience
- A hands-on and proactive person with a charismatic and approachable character
- High level of drive for results
- Strong planning and organizing skills with great attention to details
- Excellent guest relations, problem solving and time management skills