

VANESSA FORD

Food And Beverage Manager

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SUMMARY

Passionate and results-driven Food & Beverage Manager with over 6 years of experience in luxury hospitality. Proven track record in leading high-performing teams, optimizing operations, and delivering exceptional guest experiences. Advanced knowledge of food & beverage operations combined with strong leadership skills enable me to elevate standards and drive financial performance. My achievements include reducing expenses by 15%, increasing revenue by 25%, and implementing sustainable practices. Fluent in English and Spanish. Committed to creating memorable experiences and fostering a positive work environment. Ready to contribute to the success of Baccarat New York.

EXPERIENCE

Food & Beverage Manager

Fine Dining Hospitality Group

2022 - Ongoing New York, NY

Managed the food and beverage operations of a luxury restaurant, overseeing a team of 30+ staff members.

- Implemented cost-saving measures resulting in a 15% decrease in food and beverage expenses.
- Developed and implemented training programs, resulting in a 20% increase in staff productivity.
- Collaborated with the chef to create seasonal menu offerings, resulting in enhanced guest satisfaction and increased revenue.

Restaurant Manager

Luxury Hotel & Resort

2017 - 2022 Los Angeles, CA

Managed daily operations of a high-end restaurant, ensuring exceptional guest service and satisfaction.

- Achieved a 25% increase in yearly revenue by implementing new marketing strategies.
- Developed and maintained strong relationships with local suppliers, resulting in improved quality of ingredients.
- Implemented staff incentive programs resulting in a 20% decrease in staff turnover.

Assistant Food & Beverage Manager

Upscale Restaurant Group

2015 - 2017 Miami, FL

Assisted the Food & Beverage Manager in daily operations and provided support to the service team.

- Implemented new customer service protocols resulting in a 10% increase in guest satisfaction scores.
- Coordinated special events and private functions, resulting in increased revenue and positive customer feedback.
- Trained and mentored new staff members, resulting in improved service standards and customer experience.

MY LIFE PHILOSOPHY

Excellence is not an act, but a habit.

STRENGTHS



Leadership

Led a team of 20+ staff members, resulting in increased productivity and customer satisfaction.



Problem-solving

Quickly identified and resolved issues with food and beverage operations, ensuring smooth service delivery.



Communication

Effectively communicated with team members and customers, resulting in improved collaboration and customer experience.



Organizational skills

Successfully managed multiple projects and schedules, ensuring timely completion and high-quality output.

SKILLS

Food and beverage operations

Team leadership

Customer service

Budgeting and financial management

Menu planning and development

Staff training and development

Event coordination

Inventory management

Problem-solving

Communication