

**EXPERIENCE**

**DIRECTOR OF FOOD & BEVERAGE**

**Boston, MA**

09/2014 – present

- Provide a professional, advisory and executive support service to the General Manager to assist in meeting strategic goals
- Work with sales to manage the development of new products and services
- Develop the F&B management team to be ready to take the next role. Growing managers within Fairmont/FRHI
- Work with GMs and HR Director/Training Director to develop various training material to assist in driving operational outcomes to the operating locations
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Develop and execute a process for monitoring, testing and reporting compliance
- Work with the management staff to identify and evaluate strategies

**FOOD & BEVERAGE COORDINATOR**

**Phoenix, AZ**

08/2008 – 07/2014

- Assist management with time clock administration
- Performs administrative duties: reads and sorts mail and email, schedules appointments, makes photocopies, drafts correspondence, and sends faxes
- Assist Outlet Managers with various projects and promotions taking place in the hotel
- Assist in the F&B planning process, communication and potential documentation/records management
- Assist with food costing and menu development of menu items in both restaurants and banquets
- Willingness to develop team members and self
- Actively participate in Human Resources, Learning and Development initiatives that will help the Resort to deliver higher levels of service to our guests and our compliance to good health and safety practices at the workplace

**FOOD & BEVERAGE**

**New York, NY**

01/2006 – 03/2008

- Complete fiscal budgets including revenue projection, ideal costs, and bottom-line results; develop complete sales projections, budgets, and other financial documents; prepare monthly P&L's
- Assist service to colleagues in completing pre-shift duties; including polishing all serving trays, setup of the pass area for dinner service, polish buckets and additional side duties as outlined in the pre-shift duties list
- Assist service colleagues in breakdown and clean-up of service areas; i.e. all coffee and espresso service replaced and cleaned, all pass items placed in storage areas, service trays cleaned and stored, pass area neat and tidy for next day's service
- The barista contributes to the success of Fairmont Grand Del Mar by ensuring our service standards are met. We do this by providing guests with prompt enthusiastic service, quality beverages and products. The barista will create a friendly, enthusiastic and clean atmosphere
- Assist General Manager / Assistant Manager with day to day operations of dining establishments
- Contribute to team effort by participating in Job Sharing, assuming responsibility for the cleanliness of the resort and safety of guests and employees; participating in safety meetings; accepting diverse assignments; maintain a positive and friendly attitude and demeanor in all internal and external interactions
- Assists supervisor to hire, motivate, evaluate, and direct staff to ensure adequate guidance and resources to accomplish established goals and objectives. Ensures that all employees receive the training, support, guidance, feedback, and resources necessary

**EDUCATION**

**KENNESAW STATE UNIVERSITY**

**Bachelor's Degree in Hotel Management**

**SKILLS**

- Ability to make change quickly and accurately
- Ability to deal professionally, courteously and tactfully with the public and coworkers
- Have excellent beverage knowledge
- Organization skills and ability to adapt quickly to any given situation
- Ability to clear, clean and reset tables
- Ability to deliver food and/or drinks to the table
- Ability to handle a fast-paced work environment and detailed oriented qualities are necessary
- Strong written and verbal communication, professional demeanor
- Strong organization skills and pay high attention to detail