

# Robert Smith

## Assistant Food and Beverage Manager

### PERSONAL STATEMENT

Assistant Food And Beverage Manager with 7 plus years of experience seeking to have a job that would enable me to use my talent and skills as well as contribute to organizations goals and which would provide excellent opportunities for career advancement and personal growth.

### WORK EXPERIENCE

#### **Assistant Food and Beverage Manager** Hilton Worldwide - April 2012 - Present

##### Responsibilities:

- Notifying the management of ordering needs (liquor, beer, wine, paper goods, etc.).
- Meeting, greeting and encouraging the feedback from customers and use feedback to implement positive changes within the restaurant.
- Maintaining a safe working and guest environment to reduce the risk of injury and accidents.
- Overseeing the front of house and back of the house personnel to maintain adequate staffing and minimize overtime.
- Leading and directing team members in effective methods, operations and procedures.
- Actively participating in ongoing customer service programs to build sales and rapport in the community.
- Recognizing and formally acknowledging outstanding staff performance to boost company morale and productivity.

#### **Assistant Food And Beverage Manager** Darden Restaurants, Inc - April 2011 - April 2012

##### Responsibilities:

- Clearly and promptly communicated the pertinent information to staff, such as large reservations or last-minute menu changes.
- Responsible directly for guest satisfaction and overall quality of product and customer service.
- Created and execute opening menu working the US foods and various brokers.
- Created standard operating procedures to open concessions stand at the busy baseball complex.
- Attended daily manager meeting, conducting pre-shift meetings with staff and attending BEO/resume meetings.
- Touched guest tables to ensure guest satisfaction and handling any guest complaints.
- Interacted positively with customers while promoting hotel facilities and services.

### CONTACT DETAILS

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### SKILLS

All Microsoft Office Suite, SharePoint, Adobe, Dropbox, Google Docs, WordPress, Online Meeting Software, Proprietary CMS Social Media Marketing, Email Campaigns, Chat And Forum Moderation

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)