

William Porterfield

Food & Beverage Manager

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Summary

Innovative F&B Manager and development offering over 12 years experience in the hospitality industry, with the opportunity to work cross-functional in a vast range of divisions within a company with a strong cross-functional service background being a stepping stone too with endless possibilities of continuous growth. Expertise in research and development, employee relations, pre-opening, new concepts, construction of SOP, training, menu engineering, identify and implement key technology, and process improvements. A well versed in all aspects of Food and Beverage as well as Human Resources life cycle where I have made significant contributions in succession planning and workforce engagement as well as ensuring compliance with employment and labor requirements.

Work Experience

Hyatt

2015-06 - Present

Food & Beverage Manager

- Providing full cycle recruiting, including client development, utilization of all candidate recruiting methods, closing of deals and placements.
- Conducting research that placing emphasis on identifying areas of opportunity & money-losing products.
- Devising the strategy to turnaround food division operations.
- Improving employee performance through the implementation of various selling and service strategies, resulting in a 10% annual sales increase, and frequent clientele returns.
- Conducting business needs analysis to isolate problematic errors that are driving up liquor costs.
- Creating an action plan, resulting in a return on procurements saving the company nearly \$120,000 after one year by maintaining expenses below the budget through accurate planning, waste reduction, and purchasing with the cost-effective operating procedures.
- Re-organizing and designing an entire beverage inventory system including the creation of daily inventory and requisition of all beverage products, achieving monthly beverage cost from the beginning of 34% reduced to 21% for 4 consecutive years.
- Managing the Human Resource aspect of the F&B Department through recruiting, initial training, and continuous development.
- Reducing staffing turnover from 50% to 12% by improving staff orientation, training professional development, and coaching.
- Traveling multiple hotel openings and brand conversions in the U.S. to train new employees on food quality and compliance of all purchasing, sanitation as per standard corporate operating procedures.
- Creating and validating ongoing staffing models to ensure service level targets consistently met.

Whole Foods Market

2012-03 - 2015-05

Food Program Manager

- Created and maintained a philosophy for the food program and facilities.
- Responsible for workplace budget, data track all costs, spend rate, and forecasting.
- Analyzed and executed MSA/SOW/SLA form various vendors and managed multiple programs simultaneously.
- Acted in a strategic manner, innovated, implemented/worked with HQ partners and vendor partners in completing projects.
- Oversaw daily operations of all areas foodservice and facilities ensured quality, consistency, and innovation was met.
- Created a productive work environment with health and safety compliance on state and local levels.

Sodexo

2009-11 - 2012-02

Food Service Manager

- Created strategies designed to motivate the management team for overall customer satisfaction.
- Maintained excellent relationships with the customer, guest, and clients as well as other departments.
- Communicated with the staff and managers to ensure food programs reflected the vision of the company.
- Prepared quarterly reports for client presentation and also weekly financial reviews.
- Managed P&L and yearly budget in corporate dining account with achieved financial goals.
- Ensured that the HACCP procedures were followed and maintained for state and third-party inspections.

The Allison Inn & Spa

2008-09 - 2009-10

Food and Beverage Management Traineeship

- Familiarised me with the different outlets.
- Assisted the F&B Director with the day to day operations and planning.
- Assisted the Learning and Development Department with English language training for the staff.

Education

Stanford University

2005 - 2007

Master of Business Administration