

# Food Beverage Manager

## ROBERT SMITH

Phone: (123) 456 78 99  
Email: info@qwikresume.com  
Website: [www.qwikresume.com](http://www.qwikresume.com)  
LinkedIn:  
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)  
Address: 1737 Marshville Road,  
Alabama.

### Objective

Customer Service professionally a record of increased responsibility. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. Customer focused with diverse industry experience including restaurant, bar, and consulting services. Enjoys learning new programs and processes and team player who is attentive to detail and able to work in a fast pace environment.

### Skills

Food management.

### Work Experience

#### Food Beverage Manager

**ABC Corporation** - June 2004 – January 2013

- Led the food & beverage staff to ensure department operated efficiently and business goals were achieved.
- Attended appropriate meetings and communicated effectively with all responsible staff to ensure guest and employee needs are met.
- Accountable for guest satisfaction by ensuring food and beverage service standards are met and guest needs are responded to in a timely manner.
- Resolved guest complaints in courteous and friendly manner, focusing on service recovery when applicable.
- Worked side by side with staff to train and model appropriate guest service standards.
- Responsible for interviewing, hiring, coaching, and development of all employees.
- Responsible for training all employees and ensuring training records are maintained.

#### Food Beverage Manager

**Delta Corporation** - 2000 – 2004

- Supervise all service personnel including counseling and discipline, to maintain service standards.
- Meet and greet guests as they arrive, offer choice of seating, then escort them to their table and present menu.
- Read, maintain and make daily entries in the logbook to coordinate communication between shifts and management.
- Maintain proper set-up of dining room and enforce uniform and grooming standards of all service personnel on a daily basis.
- Conduct daily "roll call meetings" to keep staff informed of current promotions, daily specials, guest comments, daily events and pertinent memos.
- This is Dummy Description data, Replace with job description relevant to your current role.
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