

Alex Linden

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Education

Bachelor of Science in Hospitality Management
Collins College of Hospitality Management
California State Polytechnic University, Pomona

June 2010

Work Experience

General Manager

Beretta

March 2021-April 2022

Assistant General Manager

Delarosa

December 2019-March 2021

General Manager

Tap [415]

February 2016-Present

- Improved Yelp rating by half a star through training and incentive programs
- Decreased prime costs by 7% through labor and COGS analysis
- Decreased FOH inventory by 30% while maintaining low COGS
- Reduced turnover through effective hiring and improved new hire training

Alehouse Manager

July 2014-January 2016

Pyramid Alehouse, Berkeley and Walnut Creek

- Eliminated schedule inefficiencies to improve productivity by over 40%
- Initiated training program to improve overall staff beer knowledge
- Fostered positive work environment to improve staff morale during a time of change in the company

General Manager

November 2013 - June 2014

Taco Asylum

- Coordinate with Vendors to bring in high quality and rare beers.
- Managed Kitchen team towards consistent execution of menu while reducing food cost from 32.8% to 24.1%.
- Managed labor to reduce inefficiency and cut cost from 31.7% to 25.6%

Food & Beverage Supervisor

June 2010 - November 2013

Torrance Marriott South Bay and Anaheim Marriott Hotel and San Diego Marriott Marina

- Recognized as leader of the quarter for the total hotel twice
- Initiated training programs to increase Guest satisfaction from a #220 ranking to a #2 ranking out of 333 hotels and an increase of 20% in Guest satisfaction.
- Managed liquor inventory and reduced beverage cost from 19.7% to 18.6%.
- Created a work environment that lead to a 30% increase in associate satisfaction