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| Cathy Chu  8325 22nd St NE Lake Stevens, WA 98258 · 360-440-9011  Chu.cathy@yahoo.com |
| I have been in the customer service and hospitality industry for over 20 years and have acquired excellent people skills. I can aid in making an organization successful and enhance both internal and external customer relations. I have exceptional customer service and know how to mentor and retain key individuals would like to be able to utilize my knowledge and experience to help create a successful business model not just in this current atmosphere but for years to come. |

# Experience

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| Dates From 02/2003 – 07/2020: Laid off due to closure of business during covid 19Assistant general manager, Tech city bowl (kirkland) • Oversee all operations of the family entertainment center:  bowling department, full-service restaurant and bar, customer service desk, kitchen, catering and group events, and aid in overseeing backend maintenance projects and arcade rooms.  • Over 50 associates report directly to me on a daily and weekly basis, including 3 Operations Managers  • Responsibilities included scheduling for 40 plus employees, managing our group events and catering department along with streamlining any new menu creations  • In charge of all hiring and on-boarding of all new associates, reviewed all accident reports, created training checklists, and responsible for all staff warnings/terminations.  • Maintained all vendor relations and researched for new products  • Create event proposals for clients on a strict budget and maintaining confidentiality for high end events  • Scheduled and oversaw all bookings for group events, parties, competitive league bowling, and daily reservation logs  • Help in controlling costs and inventory budgeting  • In charge of ordering food/beverage products, office supplies, and any other pertinent items for day to day business  • Created invoicing to allow schools and small non-profit organizations to be billed as opposed to payment on-site only, and also followed up with outstanding invoices  • Support the GM in executing all policies, procedures, and operations; responsible for all duties while the GM was away  I started my career in this establishment in the small role of a bartender and was quickly promoted to bar manager within just a few months of my employment. I was quickly promoted within the first few years due to my ability to learn and manage customer service and associates. In the last 12 years, I have been in my present position as Assistant General Manager but have been in numerous roles so I understand guest and employee relations. One of my greatest achievements has been growing the group events/catering department to where it now accounts for over 30% of the total revenue. I excel under pressure and thrive in a high volume atmosphere. |
| Dates From 2002– 2003Property manager, North creek estates (Bothell) • Managed a 70-unit apartment complex on a main street with high traffic  • Responsible for all the leasing/move-outs of tenants, rental contracts, collection of payments, and maintenance and groundskeeping staff  • Created warnings and notices to tenants, along with mediation of any conduct complaints in violation of rules and policies. Dates From 1991-2001restaurant/bar manager, Vip’s restaurant & lounge (Bremerton) • Manager for a small operation with a full-service restaurant and lounge  • Aided in a hugely successful program that enhance the lounge with karaoke and dance music. This lounge was the first in Bremerton to start a karaoke program and was then added to run all 7 nights a week. |
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# Education

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| 1994Olympic college |
| 1993Olympic high school Completed GED in the top 15% of my class and was rewarded with full scholarships to the first year of Olympic College |

# Skills

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| * Excellent guest and staff relations * Describe myself as a people manager * Immense food and beverage knowledge with an eye on what’s trending * Support GM in developing and executing goals and projects * Thrive in a high-volume atmosphere | * Attention to detail * Ability to work within many budgets * Think fast on my feet and develop solutions |

# highlight

I am passionate about providing great guest relations and for being a role model and mentor to staff. I have numerous people that contact me not just for employment concerns but also seeking advice as a mentor. I believe the key to both people and guest satisfaction is when they feel they are being acknowledged and a solution is being given fairly and compassionately.