

Jake Schlei

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Objective

Seeking a management position in Hospitality to further develop my skills and benefit the organization.

Experience

TOPGOLF LAS VEGAS- Sr TRAINING MANAGER

November 2019 to Present

Scheduling, supporting my training team, holding regular one-on-ones to help further develop associates, onboarding new associates, creating and implementing training courses, facilitating training classes to new associates, teaching ACE Trainers on new and existing material, keeping communication with operations to ensure smooth transitions from training to the floor, managing associates and multiple levels of the business that generates \$100,000+ of revenue in a shift.

TOPGOLF LAS VEGAS- TRAINING LEAD

January 2019 to November 2019

Facilitating CORE and skills classes, managing inventory for the department, conducting meetings with the other trainers, preparing various reports for scheduling recertification, recording all data for new associates in Microsoft Access and filing paperwork accordingly, managed a team of our Sidework Associates by recording and keeping graphs of their progress, supervised shadow shifts for new associates, conducted many debriefs for ACE trainers by coaching and providing feedback, participated in many Mission Ambitions (hiring events), followed up with new associates coordinating the completion of their onboarding process.

TOPGOLF LAS VEGAS- BARTENDER

March 2018 to November 2019

Set up of bar, customer service and anticipating guest needs, making signature cocktails to spec, practicing responsible alcohol service, operating POS system, inventory, cash handling, staying up to date on menu changes and any other necessary training.

LILY BAR AND LOUNGE, BELLAGIO RESORT- BARTENDER

August 2012 to September 2017

Setup of bar, customer service and anticipating guest needs, making signature cocktails to spec, practicing responsible alcohol service, inventory, stocking, purchasing, cash drawer reconciliation, and operating POS system.

Education

ELDORADO HIGH SCHOOL- DIPLOMA

June 2009

GPA average of 3.3. Extra-curricular activities: Football, AB Honor Roll, Band and Photo Club.

Skills

I am a hard worker who loves to work in fast paced environments. As a quick learner, I am always up for taking on new challenges. I believe in being a team player and working with others to obtain established goals within the company. Proficient in the following: Adobe PRO, Microsoft Word, Excel, Power Point, Access, Google Docs, Outlook, iCIMS (employee onboarding and recruiting software), Focus (POS), InfoGenesis (POS), and social networking programs.