

COURTNEY SMITH-BUSH

GENERAL & OPERATIONS MANAGER 📍 AUSTIN, TX, UNITED STATES ☎ 512-203-3701

◦ DETAILS ◦

Austin, TX
United States
512-203-3701
courtneysmi@gmail.com

◦ SKILLS ◦

Management

Food & Culture Knowledge

Knowledge of Proper Service

Wine knowledge

Corporate Services

Fostering Staff Development

Computer Skills

◦ LANGUAGES ◦

Spanish

👤 PROFILE

A Chicago Native with 16 years in Austin, TX. **Experienced in the full spectrum of restuarant concepts**, with a total career in restaurants spanning **two decades**. An **effective manager**, bringing forth valuable industry experience and a **passion** for incredible meals and even **better guest experience**. Well-versed in overseeing service, and thrives on **the thrill of staff development**.

📁 EMPLOYMENT HISTORY

General Manager of Airline Lounge at Sodexo Magic , Austin, TX

March 2024 — Present

Responsible for overseeing all operational aspects of the Delta Sky Club, ensuring exceptional guest experiences and efficient facility management. Duties include leading a team in a unionized environment, managing payroll, employee scheduling, managing TSA badges for all employees, and compliance with labor agreements. Accountable for driving operational excellence, maintaining high service standards, and fostering a productive relationship with union representatives to support a positive workplace culture.

Advertising Sales Executive at The Austin Chronicle , Austin

July 2022 — Present

- Utilized former restaurant relationships to form new partnerships in Advertising with The Chronicle.
- Developed a comprehensive advertising strategy that focused on targeting Austin restaurants.
- Developed and implemented a successful proposals to clients to illustrate the difference between digital, print and email campaigns, as well as tailoring a combination of these three channels to create the perfect plan for each client.
- Built a portfolio of high-value accounts through effective cold calling and prospecting.

On-Premise Luxury Wine & Spirits Sales Rep at Spec's Wine, Spirits & Finer Foods, Austin

June 2016 — July 2021

- Trained and mentored new sales staff on customer service, product knowledge, and sales techniques.
- Created a sales tracking system that monitored and reported on sales performance.
- Created an incentive-based sales program that increased sales by 15% annually.
- Adapted sales approach based on customer needs and preferences.
- Coordinated the entire lifecycle of a sales from proposal to delivery of target product, working with every member of the team aloing the way- including suppliers, shipping, receiving, delivery drivers and restaurant managers.

On- Premise Sales Executive at Southern-Glazers Wine & Spirits, Austin

June 2015 — June 2016

- Adapted sales approach based on customer needs and preferences, resulting in an increase in sales conversion rate
- Met sales targets and quotas on a consistent basis
- Conducted sales calls and presentations to educate customers on the features and benefits of the products we sold.
- Assisted restaurant managers in educating their staff in wine and service practices.
- Implemented sales contests with restaurant staff to increase sales as well as employee engagement.



Assistant General Manager at Olive & June , Austin

May 2014 — May 2016

- Negotiated contracts with vendors to secure discounts and favorable terms, resulting in a 10% reduction in expenses
- Developed and implemented an employee engagement program that resulted an increase in employee retention
- Analyzed customer feedback and usage data to identify areas for improvement and develop strategies to increase customer loyalty



EDUCATION



Spanish & Linguistics, Illinois State University, Normal

September 2000 — December 2005



COURSES



Level 1 Certification, Court of Masters

April 2007 — April 2007

Level 2 Certification, Court of Masters

December 2008 — December 2008



CERTIFICATIONS



TABC Certification

March 2026

Allertrain Certified

November 2026

Texas Food Handlers

March 2026

ServSafe Manager Certified

November 2028