

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 restaurant 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 along 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 in 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