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I've always wanted to deliver the best customer experience. Ever since I organized my first house party in college I knew I wanted to ensure people were happy with any experience that had my name attached to it. I got my start at Flying Horse Restaurant where I started out as a Barback and worked my way to Manager during my 3 years there. As a Hospitality Manager I have helped open, manage and solve complex problems at businesses that have garnered local and national recognition from the likes of The James Beard Foundation, The Wall Street Journal, Travel + Leisure and Thrillist. Ultimately believing that a happy guest is the key to long term business success.

Flip Burger Boutique, Nashville, Tennessee

Assistant General Manager 2015 – Present

The fourth location for the brand started with Richard Blais as concept chef is about a chef-driven burger menu and adding fine dining levels of service. Utilizing modernist techniques in cooking and the bar creates an experience that involves all five senses. Flip has received much notoriety such as, Top 10 Burger Restaurants in the US, FOX News; One of the Five Best Lunches, Maxim Magazine; Best French Fries in the US, Travel + Leisure; and Top 10 Best Shakes in the Country, USA Today. I was hired to help stabilize the store and elevate the level of hospitality after a rough first year in business.

- As Assistant General Manager I am involved in all store operations including hiring, firing, scheduling, pay rate decisions, IT decision making, menu development, POS maintenance, alcohol ordering, alcohol inventory, sales projections, P&L, end of period and end of week financials. Mainly though, ensuring an amazing guest experience.

Trattoria Il Mulino, Nashville, Tennessee

Captain 2015

Trattoria Il Mulino is the fourth U.S. location for iconic brand that was started in New York City. The capstone of a \$32 million 3 year renovation of the Nashville Downtown Hilton. I was hired to utilize my knowledge of restaurant operations and how to make guests happy through what can sometimes be rough waters opening a new restaurant.

- Through daily guest interaction I guided guests through the 80+ food menu items, 20+ cocktails and 30+ wines by the glass to have amazing dining experiences. It's all about the experience and how a person feels in addition to technical aspects of service.
- While a great concept to work for the upward career advancement was not what was promised to me upon hiring so I left on good terms to continue my career elsewhere.

Pinewood Social, Nashville, Tennessee

Manager 2013 - 2014

Pinewood Social is an iconic and ambitious project by Strategic Hospitality Group. A dynamic third space that contains a "living room" area similar to a coffee shop, a coffee bar in conjunction with Crema Coffee (a local award winning Nashville coffee roaster and shop), a 120+ seat restaurant, a 30 seat large craft cocktail bar, 6 reclaimed wood bowling alley lanes, an outdoor bocce ball court, a 50+ seat patio, an outdoor ping pong table, a renovated Airstream trailer serving food and drink outdoors, and two outdoor 4 foot deep dipping pools. I was hired to help open the restaurant and bring the Strategic Hospitality Group way to the management team after being promoted from Merchants Restaurant.

- I helped our guests understand why we were so crazy about what we did. Like why we hand carved individual ice cubes out of a 300 lb solid block of ice or why we disassembled 6 wooden bowling alley lanes, had them trucked 400+ miles and put them back together in Nashville.
- I positively exceeded guest expectations through my leadership and hospitality. Whether it be paying for the dry cleaning of a guest who had something spilled on them by another patron or offering to go get a \$1,000 bottle of wine from a guest's hotel room for them so they could enjoy it (I offered but they said no, they still went and got the bottle, and let me taste it too).

Merchants Restaurant, Nashville, Tennessee

Bartender 2013

Merchants Restaurant has been in Nashville for over 25 years. Purchased by Strategic Hospitality Group, since 2009 it has experienced a renaissance. From a restaurant that was 8 days from closing to a \$9 million per year money making machine. I was hired by the Director of Operations to show him what I could do. His exact words being, "I got an email of your resume, I didn't read it. I'm more interested in seeing what you can do not what's written on a piece of paper." While I had wanted a management position none were available at the time so I got behind the bar and got busy. 6 months later I was rewarded with a promotion to Manager of their new project Pinewood Social.

- I made guests happy on a regular basis. Things like taking a gentleman to our kitchen entrance, calling out our grill guy, and taking a picture of them shaking hands. The guest wanted to tell everyone about the man who made, "The best fish taco I have ever had." So I made it happen.
- I also made some great cocktails and learned a lot more about the history alcohol than I ever knew was possible. I tasted lots of things and moved my palette from college kid to adult.

McFadden's Restaurant and Saloon, Nashville, TN

Assistant General Manager 2008-2013

I started at McFadden's as a Bartender and in 4 years worked my way up to Assistant General Manager. McFadden's was known as THE party bar in Nashville. A chain that bases its guest experience on an experience where the line between staff and guest is blurred. A curated playlist kept the party going. From Juvenile to Guns N' Roses it was the best place to go.

- I implemented an inventory and ordering system to keep us within budget and streamline the process. I have no doubt that following my departure orders were done on budget and with enough product in to make it through the week.

University of Nevada, Las Vegas

Master of Hospitality Administration

Belmont University

Bachelor of Business Administration

Court of Master Sommeliers

Level 1 Certification

Gift of Adoption Tennessee Chapter

Board Member

American Mensa

Member of Middle Tennessee Local Chapter 370