

# Lacie Reddick

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## Education

University of North Texas

*B.A. in English*

Denton, Texas

Graduation: August 2015

- Certificate in Technical Writing

Efficient and knowledgeable manager with ten years of experience in hospitality and customer service. Customer oriented and driven by increasing revenue without compromising staff morale. Skilled in operating high volume service and event coordination. Craft cocktail background, which covers an immense knowledge of vintage cocktails and spirits. Will prove valuable in improving operations and quality of products/service.

## Work Experience

Neighborhood Services (Addison)

Dec 2021-Oct 2022

*Server*

- Opening and closing server
- Building closing and running end of the night reports
- Counting drawers at the end of the night
- Training staff
- Upholding flavorhook policies and standards
- Adhering food protocol whether allergies, cook temps, or foreign objects are involved.
- Maintaining required knowledge on wine and food
- Providing notes on guest dining experience

Bottled in Bond Cocktail Parlour

May 2019-Sept 2021

*General Manager*

- Ensured successful running of overall operations & flow of floor that allowed for more turnovers on tables.
- Oversaw a team of 15 from BOH to FOH
- Monitored food, alcohol, and labor costs. Hit target goals every month.
- Managed sales and exceeded monthly goals
- Managing operations on private events
- Writing and securing event contracts
- Cost menu items
- Managed social media and created promotions catering specifically to company brand
- Responsible for staffing restaurant and maintaining a copasetic work environment

Bottled in Bond Cocktail Parlour

Jan 2017-2019

*Key holder Manager (server/bartender)*

- Prepped syrups, shrubs, and cordials in house
- Responsible for inventory and orders
- Established a par system that made placing liquor orders to be less frequent and more efficient
- Educated and trained staff members as well as customers on different spirits and vintage cocktails
- Opened, closed, and ran operations solo part time throughout the week
- Engaged and developed relations with guest that kept them patrons for years
- Maintained a collective disposition in the midst of rushes which allowed me to push drinks out quicker

J. Macklin's Grill/ Macklin's Catering

August 2011-2016 *Server and caterer*

- Act as a liaison between company and clients
- Educate clients on higher end foods, wines, and spirits
- Maintain an extensive knowledge on food and procedure
- Organize food, staff, and displays
- Market company to young adults
- Manage event teams
- Provide quick solutions to problems that occur on event site

## Skills

Knowledgeable in spirits and vintage cocktails, experience with crafting shrubs, tinctures, and cordials, proficient with margin's edge, Resy, open table, aloha, digital dining, RPower, office programs