

Steven Boulom

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Education California State Polytechnic University, Pomona
The Collins College of Hospitality
Bachelors of Science in Hospitality Management
UCLA Extension for Web Development
Graduated 2011

Experience **Terranea Resort, Mar'sel** Rancho Palos Verdes, CA **April 2017- Present**
Food & Beverage Supervisor, Mar'sel Server **May 2011– March 2013**

- Reduced monthly beverage cost to an average of 18% within an six month time span
- Hired, trained, coached, counseled and evaluated employees
- Completed bi monthly payroll for multiple outlets
- Fostered staff through on the spot mentoring, feedback, coaching and counseling
- Created/updated menu based on quantity sold and guests feedback
- Adjusted cocktail menu and assisted with food menu

Black Angus Steakhouse, Torrance, CA **April 2016 – April 2017**
Assistant Restaurant Manager

- Manage daily operations and monitor sales, labor, budget and P&L
- Monitor restaurant operations, guest satisfaction and maintain company standards
- Worked with employees on up selling techniques to raise check average
- Implement practices to ensure Hospitality and Guest satisfaction at all times
- Ensure restaurant is in compliance with Health Department standards

The Pacific-Union Club, San Francisco, CA **October 2013 – April 2016**
Night Manager/ Clubhouse Supervisor

- Supervise front office, bellman and housemen
- Responsible for day to day clubhouse operations
- Lead the staff in banquet event and club event set up
- Expedite nightly dinner service
- Completed bi monthly payroll
- In charge of emergency response situations

Hilton San Francisco Airport Bayfront, Burlingame, CA **April 2013 – October 2013**

Assistant Food & Beverage Manager

Valley Hunt Club, Pasadena, CA **October 2010 – May 2011**

Banquet Server and a la carte server

Maidstone Club, East Hamptons, NY **June 2010 – September 2010**

Snack Bar Supervisor intern

Los Angeles Country Club, Los Angeles, CA **April 2009 – May 2010**

Banquet Server

Certification: T.I.P.s Certified

ServSafe Certified

CPR/ AED Certified

Certified Level 1 Sommelier

Scholarships: Murbach Scholarship
Henry Tubach Scholarship
Collins College Scholarship

March 2011
June 2010
June 2009 and June 2010