

Joe Crouse

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Experienced and enthusiastic with strong hospitality and management skills in event planning, banquet operations, and the food and service industry. My superior planning and organizational skills, capacity to set and meet expectations and an ability to consistently provide exceptional customer service render me a viable asset to your organization.

Professional Experience

Senior Restaurant Consultant, Washington, DC, 2016-2018

Third Eye Tavern

- Interviewed and trained staff members, to streamline restaurant efficiency
- Created restaurant menu selections and price points, analyzing costs and revenues to cover projected expenses
- Established initial inventory for both menu and beverage items through multiple distributors and purveyors
- Managed and coordinated all events

Lead Caterer Event Manager, Washington, DC, 2015-2017

The National Museum of Women in Arts

- Maintained high standards of customer service during high-volume, fast paced operations
- Cross-trained with CEO to ensure seamless service
- Verified that prepared food met all standards for quality and quantity
- performed all position responsibilities accurately and in a timely manner

Bartender and Server, Washington, DC, 2014-2017

La Tomato

- Developed extensive knowledge of service industry and sales
- Addressed customer concerns in a friendly, professional manner while adhering to company principals
- Cultivated strong professional relationships

Events and Promotions Manager, Bartender and Server, Indianapolis, IN, 2010-2014

Bravo! Cucina Italiana

- Answered and screened phone calls; responded to inquiries
- Collected, organized and recorded customer's personal information
- Managed and coordinated reservations, waitlist and dining room seating
- Created and operated the Bravo Birthday Party Program
- Increased clientele and booked parties of up to 150 patrons

Program Manager- Children's Ministry, Indianapolis, IN, 2002- 2010

Word Alive International

- Planned and orchestrated annual events with over 1,000 attendees
- Conducted fundraisers to finance program operations
- Standardized and performed all necessary administrative tasks to ensure program's proficiency
- Scheduled, coordinated and taught four separate classes which took place multiple times a week

- Recruited and managed volunteer instructors and assistants

Shift Manager, Indianapolis, IN, 2005-2007

The Walking Company

- Exhibited thorough knowledge of products, supervisory duties, sales techniques and just interactions
- Increased sales by utilizing products, supervisory duties, sales techniques and guest interactions
- Developed customer relations to ensure return clients
- Provided floor sales leadership and supervised up to eight employees per shift to meet sales goals

Production Engineer, Indianapolis, IN, 2004-2009

Vario Productions

- Booked, scheduled and planned weddings, conferences and concerts
- Designed and executed lighting, sound and video for events
- Monitored and maintained equipment to ensure high quality performance standards were consistently met
- Managed, scheduled and directed staff to flawlessly execute events

Shift Manager, Indianapolis, IN, 2000-2004

Starbucks

- Executed day to day store operations such as cash management, equipment maintenance and ensuring compliance with all company guidelines, policies and procedures with minimal direction from store manager
- Delegated and prioritized tasks to maximize productivity and efficiency
- Managed inventory for all shifts and placed supply orders
- Developed strategies to reduce expense and communicated results to Senior Management
- Served as liaison between upper management, employees and customers