

# SAM SMITH

123 Any Street • Any Town, USA 12345

Mobile Telephone: 123.456.7890 • Home Telephone: 123.456.7890 • Email: samsmith@hotmail.com

## FOOD & BEVERAGE DIRECTOR/OPERATIONAL & EVENT MANAGEMENT PROFESSIONAL

Full-Service Restaurants & Bars/Conference Centers/Banquet & Catering Operations/Special Events

### EXECUTIVE SUMMARY

A multifaceted, solutions-focused, and customer/employee-oriented Hospitality and Premium Services Professional offering extensive operational management experience and a demonstrated track record of success within a variety of high-volume, high-profit environments in the food and beverage arena. Recognized as a performer able to successfully and efficiently manage multiple responsibilities and profit centers, resolve issues, and consistently meet established goals and exceed key performance objectives. Direct and decisive leader, “hands-on” manager, and effective trainer dedicated to continuous improvements in quality, productivity, efficiency, and customer service. Highly developed interpersonal, organizational, time, relationship management, and problem-solving skills. Strong qualifications in personnel development, team-building, and team leadership. High-profile event management experience includes the Super Bowl, Masters, Grammys, Kentucky Derby, NCAA Final Four along with many others.

### CORE COMPETENCIES

- *P & L/Financial Management*
- *Cost Productivity/Containment*
- *Staffing & Scheduling*
- *Procedure/Policy Development*
- *Quality Assurance Standards*
- *Purchasing/Inventory Control*
- *Employee Supervision/Training*
- *Customer Service/Support*
- *Revenue Enhancement/Growth*
- *Operational Planning/Logistics*
- *New Product Introduction*
- *Event Coordination/Execution*
- *Process Innovation/ Improvement*
- *Operational/Facility Management*
- *Vendor Sourcing & Negotiation*
- *Employee Recruitment/Retention*
- *Menu Creation/Implementation*
- *Leadership/Talent Development*

### PROFESSIONAL EXPERIENCE

#### ABC Company

Any Town, USA

May 2007 - Present

#### *Finance Manager (Mar. 2010 - Present)*

A leading provider of hospitality, merchandising, and consulting services including food, beverage, and premium sales within the sports and entertainment arenas.

- Assisted the Director of Finance in overall operation of Legends Hospitality Management; oversaw and recorded sales of newly initiated Group and Individual Tour Departments and the ABC Café and Premium Services programs.
- Ensured and enforced consistency and quality of service delivery.
- Managed and controlled costs of labor and execution of initiatives; oversaw the processing of all credit card transactions for all Stadium events.
- Reconciled and maintained weekly Cash Reports; budgeted, forecasted, facilitated, and implemented staff expectations.

#### **Selected Accomplishments:**

- On pace to double departmental revenues from 2009 - 2010.

#### *Plaza Manager - ABC Stadium (May 2007 - Mar. 2010)*

Hired to manage all components of operational planning and logistics, food and beverage services, sponsorship activations, entertainment, concert productions, promotions, and special events for the Plaza area containing up to 50,000 people per event. Maintained direct responsibility over financial performance, planning and budgeting, staffing and scheduling, associate training and development, and food procurement, preparation, and safety. Led an event staff of up to fifty (50) employees at an average of forty (40) locations.

- Identified and exploited profitable opportunities; negotiated and executed catered events on and off-site, coordinated entertainment, and scheduled special events.
- Developed operational procedures, cost controls, budgets, training, and customized menus; oversaw distribution, permitting, and execution for temporary Food and Beverage locations.
- Planned staff schedules to ensure adequate manpower coverage, coordinated employee training, and designed/implemented incentives and other motivational programs to enhance customer service competencies.
- Managed, facilitated, and coordinated equipment, installation, load in and load out for hundreds of components per event; organized and facilitated staging, power, audio-visual, lighting, and necessary components for various engagements.
- Created and maintained equipment and small wares list for Food and Beverage department according to budget; located, selected, and obtained products for customization throughout the Department as well as in compliance with Green initiatives at the Stadium.

## PROFESSIONAL EXPERIENCE (CONTINUED)

- Assisted in the coordination, management, and forecasting of large-scale, outdoor, catering functions.
- Identified, actively prospected, and acquired vendor sponsorships; maintained and facilitated new vendor contracts for ABC Stadium.
- Ensured and enforced all sponsor requirements per contractual agreements including all outdoor activations.

**Selected Accomplishments:**

- Created logistics plans, maps, and diagrams for placement of portable units in and around ABC Stadium; assisted in the oversight of new construction for the facility and coordinated and facilitated the move of the Food and Beverage Department from ABC Stadium to ABC Stadium.
- Significantly lowered food and labor costs.
- Consistently maintained costs at or under budgeted projections.
- Improved and strengthened customer service and employee relations/retention.

**ABC Company**

Any Town, USA

Jan. 2004 - May 2007

*Cabana Supervisor/Manager - ABC Municipal Stadium*

Directed multiple profit centers including high-end premium services, luxury suites, clubs, concessions, and portable locations. Successfully facilitated the administration and management of operating budgets valued in upwards of \$1.2M annually.

- Traveled to major venues and Convention Centers to manage and support various teams in execution of premium services and food and beverage related activations and ensure adherence to corporate policies and procedures; supported infrastructure on major sporting and entertainment events.
- Scheduled and supervised servers and NPO groups to ensure successful events and maintain labor budget.
- Established and maintained appropriate Par levels of inventory to ensure profitability; coordinated and oversaw proper maintenance of area to ensure successful IPOE and CNS scores.
- Acquired and maintained profitable and successful client relationships; maintained consumption and cash bars for corporate and public clientele.
- Supervised and trained staff on proper food distribution and alcohol practices.

**ABC Company**

Any Town, USA

Jun. 2002 - Sept. 2003

*Business Development Manager*

Generated over \$3M in consulting proposals from a wide-range of corporate and non-profit clients including J. Walter Thompson, Arthur J. Gallagher and The Fannie Mae Foundation for a prominent, local technical consulting company.

- Identified, initiated, and maintained profitable client relationships; generated proposals for new business opportunities and developed and delivered PowerPoint presentations.
- Managed and directed engagements within client relationships.
- Improved productivity and saved money for clients by identifying opportunities for technology solutions.

## ADDITIONAL EXPERIENCE

- Manager, ABC Company, Any Town, USA ▪ Bartender/Server/Manager, ABC Company, Any Town, USA
- Proprietor/Director of Marketing and Operations, ABC Company, Any Town, USA

## CERTIFICATIONS

- ServSafe Food & Alcohol Safety

## EDUCATION

**Bachelor of Arts Degree in Advertising and Marketing** - Pace University, Pleasantville, New York  
**Associates Degree in Communications and Media Arts** - Westchester Community College, Valhalla, New York

## PROFESSIONAL DEVELOPMENT

*Extensive Training in the Areas of:*

- Customer Service ▪ Employee Relations ▪ Human Resources ▪ Management ▪ Marketing
- Relationship-Building ▪ Suggestive Selling/Upselling ▪ Team-Building

## TECHNICAL ADDENDUM

Proficient in Microsoft Excel, Word, PowerPoint, Access, Act, Lotus Notes, InfoGenesis, BOSS, Radiant, InfoGenesis, Tangent, Quest, Delphi, Aloha, ProtoBase, and Many Other Platforms