

SAM SMITH

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HOSPITALITY SERVICES PROFESSIONAL WITH 8+ YEARS OF INDUSTRY EXPERIENCE

Operational & Facilities Management/Event Sales & Coordination/Team Development & Training

PROFESSIONAL PROFILE

A multifaceted, solutions-focused, and customer/employee-oriented Hospitality and Event Services Professional offering extensive operational management experience and a demonstrated track record of success within a variety of environments in the food and beverage arena. Recognized as a performer able to successfully and efficiently manage multiple responsibilities simultaneously, resolve issues, and consistently meet established goals and exceed key performance objectives. Direct and decisive leader, convincing motivator, 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. Microsoft Office proficient.

CORE COMPETENCIES

- *Operational/P&L Management*
- *Cost Productivity/Containment*
- *Staffing & Scheduling*
- *Quality Assurance Standards*
- *Public/Media Relations*
- *Purchasing/Inventory Control*
- *Customer Service/Support*
- *Policy Creation/Enforcement*
- *Food Preparation & Safety*
- *Event Planning/Coordination*
- *Human Resources & Training*
- *Facilities/Site Management*
- *Personnel Management/Training*
- *Leadership/Talent Development*
- *Employee Recruitment/Retention*
- *Vendor Sourcing & Negotiation*
- *Budget/Resource Administration*
- *Menu/New Product Development*

EDUCATION

Bachelor of Business Administration

University of Phoenix, Phoenix, Arizona; Graduated: October 2010

PROFESSIONAL EXPERIENCE

ABC Company Any Town, USA Jun. 2007 - Present
General Manager

- Managed day-to-day operations for a full-service restaurant and bar with annual sales of \$800K including event coordination and planning.
- Provided strategic leadership and direction for current and future operational plans; maintained direct oversight of marketing, menu development and costing, scheduling and payroll, billing, monthly F&B inventories, P&L, and quarterly revenue forecasting.
- Sourced, selected, and negotiated with vendors/suppliers.
- Managed, controlled, and purchased inventory including all food, liquor, beer, wine, and mixers; conducted inventory counts and coordinated vendor delivery schedules to ensure appropriate levels of inventory.
- Directed a staff of up to fifteen (15) employees responsible for food preparation and service delivery; assessed employee performance and provided ongoing direction, mentoring, and support.
- Scheduled work hours; planned staff schedules to ensure adequate manpower coverage.
- Spearheaded the recruitment, training, staffing, and scheduling of restaurant/catering personnel; developed job descriptions and responsibilities and completed all new hire paperwork.
- Enforced adherence to corporate standards/guidelines at all times.

Selected Accomplishments:

- Demonstrated track record of increasing revenues.
- Revitalized restaurant concept; performed extensive interior renovations, added an entertainment stage and brought in new clientele.

ABC Company Any Town, USA May 2005 - Jun. 2007
Promotions & Marketing (Self-Employed)

- Marketed and promoted a variety of small and large-scale events, ranging in size from 200 to 400 attendees, at local bars designed to increase/attract clientele.
- Oversaw the entire event process including the initial stage of selling, contractual negotiations, pre-planning, budget forecasting, cost analysis, on-site execution, and post-program evaluation.
- Planned and created unique ideas, marketing strategies, and promotions for events; identified and exploited profitable opportunities.
- Catered to VIP's and established a network of valuable relationships which benefited clients.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Successfully negotiated contracts with major artists and venues; coordinated on-line ticket sales and created radio advertisements.
- Identified and acquired new business opportunities; cultivated and maintained existing relationships.
- Effectively and professionally negotiated, communicated, and represented each account; ensured and enforced all sponsor requirements per contractual agreements.
- Managed, and trained event day venue and catering staffs of up to thirty (30); effectively supervised event staff exercising strong personnel management, team development, and project leadership skills.

Selected Accomplishments:

- Consistently met budgetary guidelines.
- Featured on the front cover of the November issue of ABC magazine in recognition of impact on Any Town's nightlife, 2005.
- Conceptualized and implemented a successful "Local Celebrity" promotion which lasted each week for four (4) months at a local club in Any Town; networked with a number of local businesses to sponsor and/or have a presence at the event each week. Sold/capped out at twenty (20) sponsors in just two (2) weeks.

ABC Company

Any Town, USA

Feb. 2003 - Sept. 2005

Service Coordinator & Bartender/Fill in Manager/Wait Staff Trainer/Head Waiter

- Managed all components of food/beverage services including financial performance, planning and budgeting, staffing and scheduling, associate training and development, and food procurement, preparation, and safety in the absence of the General Manager.
- Helped recruit, interview, and staff servers; spearheaded new employee training programs and orientations.
- Conducted pre-shift meetings with a staff of approximately fifty (50) including servers, bartenders, cooks, banquet, and room service personnel.
- Created seating charts and determined sections for waitstaff; coordinated employee training, performed uniform inspections, and designed/implemented incentives and other motivational programs to enhance customer service competencies.
- Resolved complex, escalated customer issues by interfacing with patrons and other internal departments.
- Promoted and sold items to customers; conferred with patrons to resolve problems.
- Managed, controlled, and purchased inventory including liquor, beer, wine, and mixers; coordinated vendor delivery schedules to ensure appropriate levels of inventory and calculated liquor costs on a weekly basis.
- Monitored individual liquor sales and tailored specials to generate revenue; cultivated and built business relationships with liquor company representatives.

Selected Accomplishments:

- Elevated three (3) times during tenure with company.
- Selected to train new employees; provided ongoing direction and support.

DESIGNATIONS

- ServSafe Food & Alcohol Certified

PROFESSIONAL DEVELOPMENT

Extensive Training in the Areas of:

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

References Furnished Upon Request