

TINA SMITH
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PROFILE

Accomplished and driven Management Professional with seven years of experience in the Hospitality Industry. Background encompasses experience in food and beverage management, special events catering and coordination, personnel development and supervision, operations management, vendor relations and customer service. Possess the ability to work with discerning clientele in a discreet and professional manner. Strong background in revenue management and forecasting, reaching operational goals on a consistent basis. Managed budgets in excess of \$3 million. Developed highly motivated staff members, which has resulted in salary cost containment and reduced turnover.

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| → P&L Accountability | → Vendor/Client Relations | → Contract Negotiations |
| → Revenue Forecasting | → Staff Development | → Regulations Compliance |
| → Budget and Inventory Management | → Marketing | → Training Design and Facilitation |
| | → Quality Control | |

EXPERIENCE

Food and Beverage Manager, Hollywood Hotels
Hollywood, California 2001 - Present

- Direct the daily operations of a \$3 million Food and Banquet department including the Café, Room Service, Lounge, Catering and Banquet Rooms.
- Oversee the direction and training of personnel including three Managers and 40 Restaurant and Banquet employees.
- Reduced liquor costs by 6% through effective implementation of an operational control program.
- Utilized a “Perfect Check” incentive based employee program to increase guest checks by 6%-22%.

Assistant Manager, Cuisine Restaurant
Hartford, Connecticut 2000 - 2001

- Provided Special Event/Function Hospitality and Catering Services to VIP's and Entertainers including Elton John, Tina Turner, Al Gore and Barbara Streisand at various venues including Madison Square Gardens.
- Effectively planned, organized, and managed special events and functions ensuring client food, beverage, transportation, dressing room and hospitality requirements were met.
- Managed budgets for each event from \$7,000 - \$40,000 depending on the specific needs and status of clientele.

Owner / General Manager, My Restaurant
Concord, Connecticut 1996 - 1999

- Owned and operated a successful restaurant and catering business which generated annual revenues in excess \$850,000.
- Oversaw all operations functions including employee recruitment and retention, labor scheduling and cost control, staff development and training, budget administration, cost containment, vendor negotiations and operations management.

EDUCATION

Hartford College for Women, Hartford, CT - 1998
Curriculum work completed includes Market Research, Business Management, Financial Management, and Business Planning.