

TINA SMITH

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HOSPITALITY INDUSTRY MANAGER

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.

Talent for providing a superior dining experience to discerning clientele in a discreet and professional manner. Strong background in budget administration (\$3+ million), revenue management, and forecasting sales / profits. Attained operational goals on a consistent basis. Strengths lie in containing salary costs and reducing turnover by developing highly motivated staff members.

Expertise in:

- ◆ P&L Accountability
 - ◆ Revenue Forecasting
 - ◆ Budget / Inventory Management
 - ◆ Vendor / Client Relations
 - ◆ Staff Development
 - ◆ Quality Control
 - ◆ Contract Negotiations
 - ◆ Regulations Compliance
 - ◆ Training Design / Facilitation
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RELEVANT EXPERIENCE

HOLLYWOOD HOTELS – Hollywood, CA **Food and Beverage Manager**

2005-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 3 Managers and 40 Restaurant and Banquet employees.

Selected accomplishments:

- ◆ Reduced liquor costs 6% through effective implementation of an operational control program.
- ◆ Incorporated a "Perfect Check" incentive-based employee program, which increased guest checks by 6%-22%.

ELITE CATERING – Hartford, CT **Assistant Manager**

1995-2005

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 large-scale venues, such as Madison Square Gardens.

Selected accomplishments:

- ◆ Received 100% guest satisfaction rating by expertly planning, coordinating, and managing special events and ensuring adherence to client food, beverage, transportation, dressing room and hospitality requirements
- ◆ Managed \$7,000-\$40,000 budgets for each event depending on the specific needs and status of clientele.

CUISINE SPECIALTIES RESTAURANT – Hartford, CT **General Manager / Owner**

1990-1995

Established a successful restaurant and catering business. Oversaw all operational functions, including employee recruitment and retention, labor scheduling and cost control, staff development and training, budget administration, cost containment, vendor negotiations, and operations management.

Selected accomplishments:

- ◆ Increased revenues from zero to more than \$850,000 annually and realized a 23% gross profit margin.

EDUCATION

Bachelor of Science in Hospitality • State University of New York at Stony Brook (May 1990)