
BEVERAGE DIRECTOR RESUME

Career Objective:

Seeking full time employment as Beverage Director in order to practice my skills daily.

Summary of Qualifications:

- Extensive experience in food and beverage management operations
- Sound knowledge of resolving customer issues, complaints and overall excellent customer service
- Thorough knowledge of the dining room operations and supervision
- Skilled in developing promotions to increase revenues and profitability for the Food and Beverage outlets
- Familiarity with health department rules and regulation including liquor laws
- Considerable knowledge of multiple outlets, banquets responsibilities
- Proficient with cost controls and inventory controls

Work Experience:

Beverage Director, August 2005 – Present
ClubCorp, San Diego, CA

- Controlled costs of all beverage outlets by analyzing all purchasing of food, beverages, supplies and equipment.
- Estimated product and personnel levels.
- Responsible for successful operation of special events, banquets and room rentals through regular communication.
- Increased beverage sales by recognizing and targeting sales opportunities through marketing including promotions and special events.
- Provided solutions, acquired feedback from customers and co-workers to ensure satisfaction and implemented service improvement ideas.

Beverage Director, May 2000 – July 2005
Hyatt, San Diego, CA

- Ensured restaurant cleanliness and safe work environment and complied with Health and Safety regulations.
- Supervised team member productivity, reconciled cash with sales receipts, audited cash daily and maintained operating records.
- Handled cash, prepared daily paperwork and closing of the restaurant.
- Ensured vendor food and supplies met company standards.
- Collaborated with hotel sales department on all catering functions.
- Attended catering meetings as required to ensure proper product delivery.
- Resolved customer complaints as appropriate to maintain a high level of customer satisfaction and quality.

Education:

Bachelor's Degree in Hospitality, James Madison University, Harrisonburg, VA

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