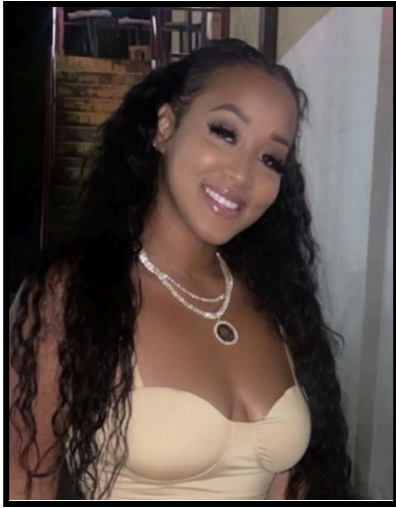




Anna Renee Johnson

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Experience

05/ 2024 – Present

Pure Smoke Hookahs by Anna Renee

Columbus GA

Owner and Operator

- Managing all aspects, including customer service, staff supervision, inventory control, compliance with regulations, marketing, and financial oversight, ensuring a postivite and safe environment for customers, while demonstrating a deep understanding for hooakh preparation and safety prodecers.
- Hire, train, supervise, direct, coach, counsel, and evaluate all staff.
- Collabate with local clubs, lounges, restuarants, and private events to provide and service hookah services.
- Manage inventory and supply levels, including ordering and stocking all hookah materials and supplies.
- Preparing hookah flavor bowls, assembliig hookahs, delivering and picking up hookah from customers, running coal renewels, and cleaning and reseting used hookahs.
- Efficiently prepare and serve hookahs, ensuring proper coal placement and timely delivery to customers
- Provide hooakh catering services to businesses and private events.
- Provide expert advice on hookah flavors and accessories to customers, tailoring recommendations to individual preferences.
- Communicate effectively, both verbally and in writing, to provide clear direction to all the staff regarding operational and procedural issues.
- Prepared hooakhs in a fast-paced environment.
- Maintain a clean and sanitized work area, adhearing to all health and safety regulations.

12/ 2022 – 11/ 2024

CRU Fountain City / Uptown

Columbus GA

General Manager

- Hire, train, supervise, direct, coach, counsel, and evaluate staff in the bar, resturant and lounge.
- Train and assisted all staff with Toast Pos System.
- Provide guests with a positively memorable experience by advising customers on food menu items and drink specials.
- Mixologist- knowledge for drink recipes, garnishing, and cocktail preparation.
- Communicate effectively, both verbally and in writing, to provide clear direction to all the staff regarding operational and procedural issues.
- Prepared beverages in a fast-paced environment.
- Maintain a clean sanitized bar, dining area, and work area.
- Prepared a wide selection of mixed drinks and beverages for bar and restaurant customers.
- Managing all aspects of the bar, such as keeping a current liquor license, maintaining supplier contracts, taking inventory and reordering supplies and liquor, and managing budgets.
- Meticulously followed legal and sanitation policies, maintaining an A grading throughout my employment.

Education

**Columbus State University,
Columbus, Georgia**

Bachelor in Science of Business

Administration

Major: General Business

International Experience, 2012 Study Abroad

Location: Seoul, South Korea and
Pusan, South Korea

Courses: BUSA 3555 Selected Topics
in Business, MKTG 3118 Global
e-Business

- Learned to establish rapport quickly with individuals in an unfamiliar environment.
- Traveled throughout South Korea, observed culture and enhanced language skills.
- Managed finances in varying currencies.
- Used communication and organization skills to navigate through new cities.
- Adapted to an unfamiliar environment and embraced cultural differences.

References are available upon
request.

- Strong knowledge of front and back of house operations enforcing sanitary practices for food handling, general cleanliness, and maintenance of kitchen, bar and dining areas.
- Ensure compliance with operational standards, company policies, federal/state/local laws, and health/ safety ordinances.
- Conduct orientation, and oversee the training of new employees.
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Maintain an accurate and up-to-date plan of all restaurant staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts. (7shifts software)
- Accuracy count and secure all cash obtained daily.
- Accuracy count all cash drawers and calculate all tips/ gratuity for servers, barbacks, host and bartenders payouts.
- Produce flyers to enhance promotion through social media from the staff.
- Maintain, post, and keep current all business social media accounts.

09/ 2018 – 10/ 2022 Tundra Restaurant & Lounge (Ayden) Columbus GA
General Manager

- Hire, train, supervise, direct, coach, counsel, and evaluate staff in the bar and lounge.
- Communicate effectively, both verbally and in writing, to provide clear direction to all the staff regarding operational and procedural issues.
- Managing the business aspects of the bar, such as keeping a current liquor license, maintaining supplier contracts, taking inventory and reordering supplies and liquor, and managing budgets.
- Strong knowledge of front and back of house operations enforcing sanitary practices for food handling, general cleanliness, and maintenance of kitchen, bar and dining areas. Ensure compliance with operational standards, company policies, federal/state/local laws, and health/ safety ordinances.
- Conduct orientation, and oversee the training of new employees.
- Develop employees by providing ongoing feedback, establishing performance expectations and by conducting performance reviews.
- Maintain an accurate and up-to-date plan of restaurant staffing needs. Prepare schedules and ensure that the restaurant is staffed for all shifts.
- Book and maintain VIP sections for each lounge night.
- Accuracy count and secure all cash obtained daily.
- Produce flyers to enhance promotion through social media from the staff.

12/ 2017 – 10/ 2019 Passionate Designs Columbus GA
Event Coordinator/ Decorator

- Seamlessly planned, designed & directed the execution of social and private events for clients, ranging in different sizes.
- Tailored events according to the personal tastes and budgets of clients, managing and exceeding expectations.
- Collaborated with vendors to meet client expectations.
- Met with potential clients to provide information on services available for the purpose of obtaining their business.
- Organized and maintained events and details in Microsoft Excel and Word documents. Obtained the best catering and desert selections in accordance with the established

budget and theme.

- Identified and maximized methods to spend budgets effectively.
- Create and design personalized event favor gifts for the guest.

02/ 2016 – 08/ 2018 Regions Bank Columbus GA

Financial Service Specialist II

- Achieved branch targets and goals by identifying customer needs and providing appropriate guidance and perspective about Regions solutions.
- Achieved required levels of outbound phone calls to acquire new customer relationships and to expand existing customer relationships.
- Provided outstanding customer experience, while assisting with customer transactional needs.
- Educate customers on emerging bank technology and digital solutions such as mobile, online, and ATM offerings, to make banking easier.
- Takes ownership and resolution of all customer issues.
- Uncover needs and refer customers to an internal team of experts when additional financial goals and needs are recognized.
- Ensured a safe and sound banking practice, including adherence to all applicable laws and regulations.
- Manages customer portfolio, services relationships and cross-sells all products and services.

05/ 2012 – 02/ 2016 Wells Fargo Bank NA. Phenix City AL

Personal Banker III / Business Advocate

- 2015 2nd Quarter Service Excellence Quarterly Champion
- 4th Quarter December Greater Georgia Employee of the Month.
- Greater Georgia Columbus South AtWork Advocate.
- Greater Georgia Columbus South Business Advocate.
- Greater Georgia Columbus South Early Learner Service Manger Program.
- Completed Service Manager Learning Path Training.
- Meet challenging sales and referral goals by proactively selling products and services to customers/prospects and referring customers to other areas of the bank.
- Understanding of our customers' financial needs and providing suggestions.
- Remain involved in the community by placing outbound phone calls to existing clients, visiting businesses, conducting educational seminars, and being active in the community.
- Manages customer portfolio, services relationships and cross-sells all products and services.

Teller

- 2013 3rd Quarter #1 teller in Greater Georgia and Southeastern United States.
- 2013 August Greater Georgia South Stellar Teller Award.
- Processed banking transactions accurately and efficiently, while handling each and every customer with great courtesy and delivered exceptional customer service.
- Identified customers' needs and referred financial products and services.
- Ensured compliance to established guidelines while processing customer transactions.