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Objective: Professional, motivated individual seeking a management position with an established and respected hospitality leader

Professional Experience:

September 2022 to present **General Manager**

Down One Bourbon Bar, Galt House, Louisville Kentucky

- Ensure excellent guest experiences, which has resulted in the restaurant moving in ranks on TripAdvisor to #1 bar and street food restaurant in Louisville, and 2nd overall out of 1,200 local restaurants
- Named Manager of the Quarter for Q4 among Galt House Managers
- Facilitate merchandise sales, creating contests to incentivise staff
- Invest in staff development, providing training and managerial skills to a diverse staff

2022

Food and Beverage Manager

Walker's Exchange and Jockey Silks, Galt House, Louisville Kentucky

- Ensured excellent guest experiences, which resulted in the restaurant moving in ranks on TripAdvisor from 594 to 44th out of 1,200 local restaurants
- Developed service training packets for the serving staff
- Completed inventory and ordering for the restaurants
- Organized both private and large events
- Created and implemented incentive contests for staff to improve sales and morale

2022

Bartender and Server

Jockey Silks, Galt House, Louisville, Kentucky

- Provided excellent customer experiences to guests of the restaurant
- Developed a strong rapport with guests, ensuring returning customers

2017 to 2021

Casino Bartender and Trainer

Caesar's Entertainment, Elizabeth, Indiana

- Provided excellent customer experiences to guests of the casino, receiving numerous compliments and award nominations
- Recipient of the Horseshoe Pride Award in 2018
- Helped transition the beverage department from vessel to land in 2019

2014 to 2016

Certified Trainer and Server/Bartender

Chili's, Louisville, Kentucky

- Provided excellent customer experiences through phenomenal customer service, developing loyal customer base that request my section.
- Exceeded company standards on scores in Guest Experience Survey
- Helped to meet restaurant's fundraising goals, bringing in over \$4,000 during Saint Jude and Norton Healthcare events

2010 to 2013

Certified Trainer and Server

Cracker Barrel, Louisville, Kentucky

- Provided excellent customer experiences through phenomenal customer service, evidenced by high number of regular patrons requesting to sit in my section and feedback given to corporate offices by guests
- Trained newly hired servers, as well as servers who were working to become trainers
- Named 2012 Employee of the Year

2009 to 2010

Service Manager and Employment Training Coordinator

Olive Garden, Clarksville, Indiana

- Successfully completed Foundations of Leadership program
- Led new employees through orientations and training
- Assisted other area Olive Gardens in training and development
- Employed creative problem solving skills in improving guest experiences when they had concerns
- Completed managerial duties, such as inventory and scheduling

2007 to 2009

Certified Trainer and Server

Olive Garden, Clarksville, Indiana

- Trained newly hired servers, as well as servers who were working to become trainers
- Carried a blue card to support team members with check issues such as discounts, changes and reprints

2005 to 2007

Server and Key Hourly Manager

Cheddar's Restaurant, Clarksville, Indiana

- Participated in the restaurant opening as part of the opening team
- Assisted management by conducting server orientations, assuring that the guests were satisfied with their dining experience