

Tara A. Baldridge

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PROFESSIONAL OBJECTIVE

Position where experience and training may be fully applied. Seeking employment affording opportunities for continuing professional challenge and personal growth.

OVERVIEW

- Results oriented professional with proven strengths in restaurant and bar management, event coordination, sales, bar management, purchasing, staff supervision and customer relations.
- Extensive fine dining, silver/white glove service experience.
- Excellent oral and written communication ability. Computer literate, with proficiency in Word, Excel, PowerPoint, Outlook, Access, Internet and Banquet Event Ordering (BEO).
- Readily establish positive, professional rapport among senior management, co-workers, team members and the public.
- Demonstrated analytical and problem solving skills.
- Highly self-directed. Excellent multi-tasking ability.

EXPERIENCE SUMMARY

- As duty manager, directly accountable for facility operations. Supervised over two hundred personnel. Reviewed work for accuracy and completeness.
- Evaluated staff; counseled on areas requiring improvement.
- Met with vendors to negotiate and purchase equipment, supplies, food and beverages.
- Conferred with customers to ascertain their specific preferences and requirements for wedding and golf packages, banquet rooms, etc. Collaborated with management, caterers, etc. to coordinate events.
- Provided butler services. Routinely called upon to care for high-profile hotel guests.
- Served as event coordinator for St. Andrews Bay Golf Resort and Spa, as well as independent event coordinator for Piper Dam Country Club, Scotland.
- Spearheaded and coordinated special events for hotel staff.
- Managed the daily operations of busy Casino Food and Beverage Department duties included but not limited to, assisting VP and Director of department, assisting Executive Chefs overseeing payroll for 600 Team Members, travel arrangements, expense forms, creating timelines, menus, interacting with many other departments within the company.
- Manager Department Health and Safety Committee.
- Used computers to produce correspondence, forms and reports. Maintained confidential records.
- As company/customer liaison, provided extensive service and follow-through. Assessed and resolved customer issues, problems and complaints.
- Recognized by supervisors and peers for exemplary performance and professionalism.

EMPLOYMENT CHRONOLOGY

Last employed at Thunder Valley Casino Resort as The Administrative Assistant to the Vice President and Director of Food and Beverage

Event Coordinator, St. Andrews Bay Golf Resort and Spa (Chateau Elan Hotels and Resorts),
St. Andrews, Scotland, 2001 – 2003

Bar Manager, Union Jack Pub, Pleasanton, Joe's Corner, Fremont, Kidder's, Walnut Creek, 1998 – 2001

Server, Hilton Hotel, Pleasanton, 1997 - 1998

EDUCATION

HNC, Scotland. Major: Scots Law.

Las Positas Community College. General course work.

Completed several employer-sponsored workshops regarding sales and customer relations.