

PAUL PADILLA

OBJECTIVE

To obtain and maintain a long term career for myself and my family and to create an exceptional experience for my company's staff and guests.

EXPERIENCE

2011-2013 Residence Inn by Marriott Sacramento, CA

Bar and Banquet Manager

- Five nights a week, acting Hotel Manager in the absence of the Hotel General Manager.
- Planning, organizing, staffing and overseeing all events in the hotel, including all events in the Capitol Room, the Hospitality Suite, Hearth Area, Dining Area, Manager's Reception and private parties in 3 Fires Lounge.
- Promoting and marketing of 3 Fires Lounge
- Analyzing sales figures and devising marketing and revenue management strategies for both the lounge and the hotel.
- Recruiting, interviewing, training and monitoring a staff of up to nine people directly underneath me in the lounge with up to 25 indirectly throughout the hotel.
- Planning work schedules and monitoring labor hours.
- Meeting customers and providing excellent customer service throughout the hotel.
- Dealing with customer complaints and comments and responding to them in a timely fashion through customer service and troubleshooting.
- Ordering of all beer, wine, liquor for the entire hotel while dealing with multiple vendors.
- Ensuring that all purchase orders are completed and submitted to accounting along with all properly coded invoices.
- Managing our security team.
- Ensuring that all costs (food, beverage, labor, etc) are not exceeding budget on a monthly basis.
- Carrying out inspections of the lounge, guest rooms, banquet setup, banquet breakdown and all other areas of the hotel.
- Ensuring compliance with all licensing laws, health and safety and other statutory regulations.

2010- 2011 Firehouse Restaurant

Sacramento, CA

Dining Room Manager

- Oversee and manage all areas of the Firehouse Restaurant, including the main dining room, the Courtyard Grill, the Golden Eagle room, and two banquet rooms.
- Daily, weekly, and bi-weekly payroll auditing utilizing our Micros point of sale system software for a staff of 50 employees.
- Ensure guest service meets Firehouse standards and that guest satisfaction remains a top priority to all employees.
- Responding to customer complaints and taking appropriate actions to correct the issue at hand.
- Staff, train, and develop hourly associates through ongoing feedback and performance reviews.
- Management and execution of simultaneous banquets, meetings, and parties in the absence of our Director of Special Events.
- Manage labor and missed breaks as according to California state laws.
- Monthly inventory of all beverage and alcohol for six bars and seven storage areas.
- Maintaining controls and guided tours of our two extensive 25,000 bottle wine cellars.
- Interviewing and screening of all potential new hourly hires and potential new managers.
- Working closely with fellow managers to ensure that all union rules are being followed by both our management team and our staff.
- Ensuring higher revenue by providing constant training and feedback to our staff about selling products at the Firehouse.
- Averaging monthly beverage costs of 16% or better by ensuring that all controls and rules are continuously followed.
- Assisting in the creation of bi-monthly wine dinners held at the Firehouse.
- Working closely with the Director of Operations to make certain that all aspects of a fine dining establishment are both followed and executed properly.

2009-2010 Santa Cruz Dream Inn

Santa Cruz, CA

Outlet General Manager

- Responsible for daily operations for Aquarius Restaurant, Aquarius Bar and Lounge, Santa Cruz Dream Inn Room Service Department, and the Santa Cruz Dream Inn Pool Service Department.
- Oversee and assist in the training and development of Food and Beverage Assistant Managers and line employees.
- Menu development for both food and beverage menus.
- Price setting for both food and beverage menus.
- Establish and maintain effective internal controls within the food and beverage department.
- Responsible for maintaining budgeted financial goals to maximize profitability.
- Work with Sales and Catering team to facilitate proper execution of all banquets and large groups including and up to 150 people...
- Developing new concepts for our Outlets while maintaining existing programs to ensure highest possible quality of food and beverage service.
- Utilizing internal and external marketing strategies to maximize the highest sales potential.
- Responsible for selection of all equipment, uniforms, and linen in the F&B department.
- Responsible for controlling F&B food, beverage, and labor costs.
- Responsible for the scheduling and direction of all departmental meetings.
- Schedule and assist with monthly and bi-monthly inventories as needed.
- Responsible for conducting conference calls, business calls, email correspondence, and daily meetings.
- Member of the Santa Cruz Dream Inn Executive Committee.
- Maintaining of local competition trends and general industry trends.
- At times, acting Hotel General Manager of the Santa Cruz Dream Inn responsible for all 165 rooms, all guests, front desk, housekeeping, valet, kitchen, banquet, and engineering staff.

2006–2009 Sheraton Grand Hotel

Sacramento, CA

Senior Outlet Manager

- Responsible for meeting and exceeding daily, weekly, monthly, and yearly financial expectations for room service, Morgan's Central Valley Bistro, Public Market Bar & Lounge, and Glides coffee shop.
- Responsible for interviewing, recruiting, and training of new employees.
- Coaching and training of employees as well as disciplinary action and termination of employees.
- In the absence of the Director of Banquets, acting Direct Supervisor of Banquets at the Sheraton Grand, up to and including, booking small or large parties, special events, weddings, providing tours for guests, quoting prices.
- Directly responsible for the Public Market Bar happy hour and the increase in sales over 2008 by thousands of dollars in a poor economy.
- Directly responsible for management and execution of parties as low as 15 people and as high as 900.
- Creation and implementation of new food and beverage menus.
- Responsible for the beverage order for the entire 504 room hotel, all outlets, and all banquet events.
- In the absence of the Sheraton Grand Hotel Sales Team, ensure that all walk-in potential guests and current guests were received with all Sheraton information about banquets and special events, up to and including price points, open availability, and room design.
- Work with vendors to maintain lowest overall costs on all items.
- Have received multiple hours of Starwood Brand Training and Starwood Management Training.
- Experience in housekeeping, concierge, front desk, bell, kitchen, and accounting at the hotel as well.
- Maintain a diligent watch over all Outlets and act as the manager on duty for entire hotel after 6 PM.
- Direct supervisor of a staff of over thirty people and responsible for their scheduling and performance evaluations.
- Maintain the lowest labor of any department in the hotel with the fewest missed break penalties of any department in the hotel.
- Maintain the lowest overtime of any department in the hotel.
- Constant monitoring of staff to make sure five star service is being delivered to all guests and patrons.

- Simultaneously run all five outlets (bar, lounge, restaurant, room service, and coffee shop) while assisting banquets, front desk, security, housekeeping, bell, and valet.
- Monitor revenue and always looking for potential revenue. Communicate with all management and departments about how to increase revenue and profitability.

2004–2006 Masque Ristorante El Dorado Hills, CA
Assistant Manager - Bartender

- Responsible for the opening and closing of the restaurant and bar.
- Promoted from bartender to assistant manager after a year.
- Assisted with new food and drink menu creation and implementation.
- All bartending duties including wine knowledge of a 26 page, 3000 bottle wine list, bar cleaning, cash handling, customer service, and answering phones.

EDUCATION

- 2001-2006 California State University Sacramento Sacramento, CA
- B.A., History, emphasis on the Vietnam War.
 - Continued to hone typing skills to 65 WPM.
 - Can speak, read, and write Spanish on a basic to intermediate level.
 - Fluent in Micros Point of Sale System programs.
 - Fluent in Microsoft Office, Excel included.
 - Experience in Caterase programs.
 - ServeSafe California Food Handler Certified through November 2014 (card available instantly upon request).
 - Department of Alcoholic Beverage Control's LEAD Training completed November 2011.

INTERESTS

Computers, reading, hiking, travel, spending time with family, learning, teaching, coaching, golfing, cycling, and geocaching.