

NICOLE FOWLER
24031 Rotunda Road - Valencia, CA 91355
661-857-9151
fowlernicole@hotmail.com

CAREER OBJECTIVE

Driven team player eager to contribute progressive background in the Food & Beverage/Restaurant industry toward assisting the employer in optimizing customer service and guest satisfaction by providing an amazing guest experience.

PROFILE

- Comprehensive background in both food and bar operations at the supervisory level; have learned full scope of industry, from servicing customers and coordinating staff to monitoring inventory and handling cash management functions
- Effectively train, supervise and motivate top-performing teams committed to providing superior customer service; actively facilitate and support collaborative team concept
- Dynamic organization, planning, prioritization, time management, and multi-tasking skills vital to excelling in fast-paced, high-volume environments
- Experienced in collaboratively spearheading new business launches
- Consistently represent the employer in a positive and professional manner in interfacing with the public, responding to customer needs and resolving issues
- Enthusiastically welcome challenges and new/increasing responsibilities; rapidly adapt skills, knowledge and qualities to meet employer needs

PROFESSIONAL EXPERIENCE

Assistant General Manager, Tilted Kilt Pub & Eatery 2011 to Present
Implemented operating systems for entire FOH including staff scheduling, training, and all administrative duties. Responsible for payroll accountability and staff compliance of California labor laws.

Assistant General Manager, Wokcano Asian Cuisine 2010 to 2011
Implemented operating systems for entire FOH including staff scheduling, training, and all administrative duties. Responsible for payroll accountability and staff compliance of California labor laws.

Manager, Vines Restaurant & Bar-Hyatt Regency Valencia 2009 to 2010
▪ Successfully steer broad-scope restaurant operations to optimize productivity, guest servicing and bottom-line profitability; responsibilities span human resources, event planning/facilitation, inventory, and food quality control as well as in-room dining department operations supporting full-service hotel
▪ Strategically schedule staff to maximize use of resources and contain labor costs while ensuring delivery of world-class guest servicing vital to building customer loyalty/repeat business and growing revenue

Supervisor/Head Bartender, BJ's Restaurant & Brewery 2000 to 2009
▪ Steadily progressed from positions as Host, Server and Cocktail Server to assume management-level responsibilities both in bar and food service operations, demonstrating drive to build a successful career as well as value to the employer as a key team member

CONCURRENT INDUSTRY POSITIONS

Opening Team Member/Bar Lead, California Pizza Kitchen; 2009
▪ Recruited to co-facilitate launch of new restaurant, with key responsibility for training staff and instituting operational policies and procedures; completed 3-week intensive Corporate Training Program in broad areas of operations

Bar Manager/Assistant Floor Manager, Mojito Caribbean Cuisine; 2005
▪ Oversaw full-scope bar operations, bartended and provided quality management support