

# Jerry Nelson

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**Objective:** To obtain employment in which I can utilize my excellent customer service skills, professional expertise and knowledge toward expanding the market share of my employer.

**Experience:**

**Sheraton Hotel-Aimbridge Hospitality- McKinney, Texas. Food and Beverage-August 2016-present**

- Complies at all times with hotel standards and regulations to encourage safe and efficient hotel operations.
- Familiar with the organization of the hotel and knows functions of each department.
- Maintains follow-through of all guest requests, problems, complaints and/or accidents which occur in the Restaurant, Room Service and Lounge.
- Prepare employee shift schedule according to business forecast, payroll budget guidelines and productivity requirements. Present the schedule with the Wage Progress Report to GM weekly.
- Develop and ensure implementation of F&B promotional ideas.
- Focus the F&B Department in their role in contributing to the guest services scores.
- Develop, initiate and promote sales, including up selling, programs for use by all service personnel.
- Participate in required M.O.D. coverage as scheduled.
- Complete F&B related reports according to company standards.
- Ensure the quarterly operating equipment inventory is done, pars are evaluated, and quarterly purchases are planned.
- React to negative trends in market place by implementing food and beverage blitzes and promotions.
- Organize and conduct monthly departmental meetings with F&B staff.
- Conduct monthly beverage inventories and reconciliations.
- Maintain a professional working relationship and promote open lines of communication with managers, employees and other departments.
- Work closely with managers focusing on best practices to provide the best possible work environment and to foster growth.

**Sheraton Hotel-Aimbridge Hospitality** McKinney, Texas. **Supervisor Food and Beverage-February 2015-August 2016**

- Manage all F&B and day to day operations within budgeted guidelines and to highest standards
- Very familiar with the organization and possess a clear knowledge of each department within the hotel
- Uphold service standards throughout the department by using quality control instruments such as Standard of the Week and coaching sessions.
- Assist in preparation of staff schedules according to business forecast, maintaining adherence to wage control, productivity standards and guest service scores.

- Maintain excellent levels of internal and external customer service
- Identify customer's needs and proactively respond to all of their concerns
- Comply with all health and safety regulations
- Provide a two way communication and nurture an ownership environment with emphasis on motivation and teamwork
- Ensure employees are at all times attentive, friendly, helpful and courteous to guests employees and other managers
- Maintain proper and consistent disciplinary actions for all Food and Beverage employees
- Lead F&B team by attracting, recruiting, retaining and appraising talent
- Created training manual and implemented training for new hires
- Vendor and F&B budget reconciling via Managers Account
- Responsible for purchasing of liquor for F&B and Banquets
- Proficient in Micros POS
- Implemented Holiday Brunches for hotel
- Involved in interviewing and terminating of employees
- Held monthly staff meetings and created employee schedules
- Currently one of two Managers on Duty for entire hotel in the evening

**Renaissance Hotel-Richardson, Texas. Bar Supervisor-November 2013-February 2015**

- Input new ideas for service and products to maintain competitive and leading edge
- Compile required statistics and reports
- Oversee cash and stock control consistently according to company policy
- Ensure guests drinks are prepared according to bar standards
- Building positive guest relationships
- Motivate and encourage team commitment and spirit
- Maintain adequate bartender coverage based upon occupancy levels of the hotel

**Sweet and Salsy-Self-Employed-Dallas, Texas-July 2012-present**

**Omni Hotel-Dallas, Texas-Lead Bartender-November 2011-July 2012**

- Served customers in a helpful/friendly manner – Received drink orders from clients, waiters and waitresses, served drinks, collected payments and operated the cash register.
- Efficiently mixed ingredients to prepare cocktails; poured beers and wines according to drink recipes.
- When required, checked identification of customers to ensure meeting age requirements for purchase of alcohol and tobacco products.
- Subtly surveyed and evaluated customers to ensure no over-consumption of alcohol.

**Certifications**

- TABC certified
- CPR certified

**Lead Bartender-Omni Hotel-Dallas, Texas-November 2011-July 2012**

- Served customers in a helpful/friendly manner – Received drink orders from clients, waiters and waitresses, served drinks, collected payments and operated the cash register.
- Efficiently mixed ingredients to prepare cocktails; poured beers and wines according to drink recipes.
- When required, checked identification of customers to ensure meeting age requirements for purchase of alcohol and tobacco products.
- Subtly surveyed and evaluated customers to ensure no over-consumption of alcohol.

**Education:**

- **Bachelor of Science in Biology**-University of Texas at Arlington
- TABC certified
- CPR/First Aid certified