

KANDIA M. WHITT
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07/12 - present Live Luxe Los Angeles, CA

Assistant Manager

Served as an ambassador of the company to all guest, local businesses and media. Ensured that all guests were provided a safe living environment, quality customer service and an enjoyable hospitality experience. Oversaw all training, direction and motivation of staff to ensure that guests receive a seamless and unparalleled hospitality experience. Resolved and escalated guest complaints when necessary. Represented company at chamber of commerce and city council meetings. Above all else ensure that all staff were following safety protocol, utilizing equipment properly, and ensuring a safe workplace.

10/11- present The Party Staff / Night and Day Productions Los Angeles/IEP

Banquet Server/ Lead

Set up for events by putting out tablecloths and place settings, arranging table placement and setting up a buffet. Carrying plates of food on trays and serving guests. Keep glasses filled; remove each round of plates and replenish utensils. Perform cleaning tasks and breakdown of service. Maintain high standards of safety and cleanliness. Adhere to grooming and appearance standards

Banquet Bartender

Prepare drink orders for guests according to specified recipes using measuring systems. Issue, open, and serve wine/champagne bottles. Set up and maintain cleanliness and condition of bar, bar unit, tables, and other tools. Prepare fresh garnishes for drinks. Stock ice, glassware, and paper supplies. Transport supplies to bar set-up area. Wash soiled glassware. Remove soiled wares from bar top and tables and place in designated area. Anticipate and communicate replenishment needs. Process all payment methods. Count bank at end of shift, complete designated cashier reports, resolve any discrepancies, drop off receipts, and secure bank. Secure liquors, beers, wines, coolers, cabinets, and storage areas. Complete closing duties.

06/11- 08/13 Michael C Events Los Angeles, CA

Catering Coordinator / Event Lead

Responsible for ensuring the client's needs are met in every aspect from intake to following the event. Also responsible for overseeing all aspects of events to include menu planning, venue preparation and supervision of staff and vendors. Booking and planning events with client via initial consultation, venue walk through and various email and telephone exchanges. Drafting invoices and catering agreements as well as BEOs for event staff. Hiring and scheduling staff for events. In attendance at all events to ensure they run seamlessly, staff are relieved for breaks and proper safety protocol is being met. Follow-up with client post event to ensure expectations were not only met but exceeded. Document any criticisms and follow up with appropriate personnel.

09/08- 06/11 Culver Hotel Culver City, CA Hotel Beverly Terrace Beverly Hills, CA

Director of Rooms and Sales

Daily monitoring of front of house staff to ensure seamless check-in / check-out and overall operations to ensure a higher level of guest relations and return guest generation. Annual reviews providing departmental feedback to improve overall performance. Oversee VIP guest relations. Supervised scheduling to improve coverage and reduce overtime, and training of all employees. Negotiation of all corporate and group room blocks. Monitor and control the hotel's inventory daily by setting restrictions on number of rooms that can be sold in each market segment. Creating proper selling strategies and overbooking possibilities on a weekly basis to maximize revenue and ADR.

04/07- 10/07 Crowne Plaza Resort Hilton Head Island, SC

Night Manager

Assist guest with check in/out, run nightly manager's reports to pass on. Assumed ownership on improving proactive approaches when dealing with guest service recovery. Assist with scheduling and training of front desk employees. Balance a cash bank of 1500.00

08/05- 08/06 Fairmont Miramar Hotel Santa Monica, CA

Front Desk Agent

Assist guest to check in/out of room as promptly and efficiently as possible. Cut keys, processing payments, cashing traveler's checks and exchanging currency. Troubleshoot guest needs to find a beneficial solution. Leading agent at upselling guest room categories. Leading agent at Fairmont Presidents Club (Frequent Stay Program) enrollment. Balance a bank of 1500.00

Education

2018- Crrnt
Cal Baptist
Riverside,
CA .
Public
Relations

2015-2018
Crafton
Hills
College
Yucaipa,
CA.
AA

1994- 1998
Susan B
Dorsey
High School
Los
Angeles,
CA ,
Higschool Diploma

Skills

Excellent analytical, communication, time management, and organizational skills. Multitasking self-starter. Computer (Word, Excel, PowerPoint, Access, Outlook, QuickBooks) and internet proficient. Property management program and Room Master. POS systems. Guest relations, customer service.

Certifications Infant/ Adult First Aid and CPR (Red Cross)
Food Handler