

AIMEE J. OLLMAN

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OBJECTIVE:

To align and dedicate myself to a dynamic company that I can grow with, in order to expand my knowledge of F&B operations.

QUALIFICATIONS:

- **Extensive experience:** 20+ years of F&B experience in BOH and FOH operations – both in fine dining and high volume. Outstanding ability to interpret client needs and deliver engaging, professional, and personalized service.
- **Excellent communication skills:** Mastery of interpersonal communication with both clients and co-workers, as well as conflict resolution skills.
- **Well organized/Ability to multi-task:** Ability to work undaunted in a dynamic, fast-paced, high-volume, and demanding environment.
- **Teamwork prioritized:** Positive, unsolicited assistance offered to team members joyfully and consistently.
- **Technically proficient:** Verve and dexterity matched by professionalism, knowledge, and commitment. Substantial knowledge of Open Table and POS.

EDUCATION:

- **1993-1998: Bachelor's Degree/University of Minnesota**
B.I.S. – Bachelor of Individual Studies (a design-your-own-degree program, with an emphasis in Speech Communications, Psychology, and Cultural Studies)
- **1995 – present: Culinary Saturation**
Culinary proficiency gained through global exploration: China, Thailand, Cambodia, Laos, Vietnam, Singapore, Indonesia, Hong Kong, Spain, France, Italy, Germany, England, Wales, Finland, Russia, Estonia, Puerto Rico, Mexico, Guatemala, Canada, Israel, Palestine, Brazil, Argentina and 49 states in the USA
- **2014: Certified Sommelier/Court of Master Sommeliers**

EMPLOYMENT:

- **2018 – present: Restaurant/Event Manager – E&O Kitchen and Bar**
314 Sutter Street, San Francisco, CA 94108
415.693.0303
eandokitchen.com

Restaurant/Event Manager for a high-volume Union Square operation. Managing several private events weekly, with range of 10-500 guests; as well as setting up and implementing off-site events, both for charity and exposure. Assisting with all FOH service operations, including: opening and closing the restaurant; composing nightly manager log; nightly accounting of bar banks; nightly reconciliation of DSR, CC sales, and cash in safe; devising floor plans; expediting the line; POS maintenance and programming; photography for social media; leading and assisting interviews; coaching and counseling staff; handling guest relations; tending to VIPs and special requests; meeting with vendors and reps; participating in profit and growth strategies; tracking and entering all tips weekly; and, organizing and uploading all invoices, statements, and DSRs. Developing and implementing several operational plans, including: Server Sequence Service Test, Completion of Training Test, Beverage Basics Bi-Weekly Courses, and maintenance of Food Matrix materials.

- **2017 – 2018: Executive Assistant - Tonry Talent Agency**
tonrytalent.com
- **2016 – 2017: Administrative Assistant - Voice One**
voiceoneonline.com
- **2016 – 2018: Dining Server & Trainer - Belga (Back of the House)**
belgasf.com
- **2010 – 2016: Dining Server & Trainer – Michael Mina/Bourbon Steak (Michael Mina Group)**
michaelmina.net
- **2005 – 2010: Manager/Supervisor & Dining Server - Kincaid's (Restaurant's Unlimited, Inc.)**
kincaids.com
- **2001 – 2005: Dining Server, Trainer & Admin. Assistant - Palomino (Restaurant's Unlimited, Inc.)**
palomino.com
- **1999 – 2001: Cook, Palomino (Restaurant's Unlimited, Inc.)**
palomino.com

REFERENCES: PROVIDED UPON REQUEST