

# Markashia Jeter

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## PROFESSIONAL EXPERIENCE

<b>Bel-Air Bay Club</b>	<b>Malibu, CA</b>
<i>Server (Seasonal)</i>	July 2024-Present
<ul style="list-style-type: none"><li>• Built long-lasting relationships with upscale clientele including Club Members and Corporate VIPs</li><li>• Anticipated guest needs while utilizing excellent communication and time management skills</li><li>• Extensive knowledge of Front and Back of the House operations</li></ul>	
<b>Marriott International</b>	<b>Los Angeles, CA</b>
<i>Rooms Operations Manager</i>	May 2023-November 2023
<ul style="list-style-type: none"><li>• Hired, trained, and supervised management team; delivered periodic performance evaluations</li><li>• Oversaw budget preparation, revenue management, monthly P&amp;L reports, and deposits</li><li>• Scheduling and payroll (ATLAS)</li></ul>	
<b>Leaf Organics</b>	<b>Los Angeles, CA</b>
<i>Food and Beverage Manager</i>	February 2021-May 2023
<ul style="list-style-type: none"><li>• Implemented policies relating to waste control to maintain profitable operations</li><li>• Responsible for cutting food and labor costs 29.7%</li><li>• Developed service standards and training manuals for all food and beverage employees</li></ul>	
<b>Rush Street</b>	<b>Culver City, CA</b>
<i>Food and Beverage Manager</i>	November 2020-February 2021
<ul style="list-style-type: none"><li>• Achieved 15% improvement in restaurant guest satisfaction (GSI scores) through hands on training</li><li>• Improved efficiency in inventory, labor and point-of-sale management using Oracle MICROS</li><li>• Reduced food, liquor and supply cost significantly and maintained a consistent 28% food and 18% liquor cost, by implementing standard and inventory control</li></ul>	
<b>InterContinental at Beverly Hills</b>	<b>Beverly Hills, CA</b>
<i>Food and Beverage Supervisor</i>	December 2019-March 2020
<ul style="list-style-type: none"><li>• Hired, managed and coached staff of 150+ employees in 5-star luxury hotel with maximum daily covers</li><li>• Improved hotel rating on Tripadvisor.com by spearheading marketing intuitive</li><li>• Increased hotel profitability by controlling expenses and increasing bookings</li></ul>	
<b>Chaoyang Park Hotel</b>	<b>Beijing, China</b>
<i>Rooms Operations Manager</i>	June 2017-December 2019
<ul style="list-style-type: none"><li>• Exceeded company annual goals with P&amp;L management through revenue growth and cost control</li><li>• Liaison to high profile guests in handling their highly sensitive privacy and financial information</li><li>• Increased overall sales by 31% by aggressive marketing campaigns and cross-sales training</li></ul>	
<b>Sharjah Sadiq Hotel</b>	<b>Dubai, UAE</b>
<i>Rooms Operations Manager</i>	October 2016-June 2017
<ul style="list-style-type: none"><li>• Oversaw the development of the International Diplomacy Luncheon</li><li>• Reengineered vendor policy and managed contracts for all vendors</li><li>• Hired and coordinated employees, facilitate interdepartmental communication and allocated tasks</li></ul>	

## EDUCATION & AFFILIATIONS

Court of Master Sommeliers Americas	<b>Los Angeles, CA</b>
Florida Agricultural and Mechanical University <i>Bachelor of Science in Public Relations</i>	<b>Tallahassee, FL</b>