

Markashia Jeter

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PROFESSIONAL EXPERIENCE

Bel-Air Bay Club

Malibu, CA

Server (Seasonal)

July 2024-Present

- Built long-lasting relationships with upscale clientele including Club Members and Corporate VIPs
- Anticipated guest needs while utilizing excellent communication and time management skills
- Extensive knowledge of Front and Back of the House operations

Marriott International

Los Angeles, CA

Rooms Operations Manager

May 2023-November 2023

- Hired, trained, and supervised management team; delivered periodic performance evaluations
- Oversaw budget preparation, revenue management, monthly P&L reports, and deposits
- Scheduling and payroll (ATLAS)

Leaf Organics

Los Angeles, CA

Food and Beverage Manager

February 2021-May 2023

- Implemented policies relating to waste control to maintain profitable operations
- Responsible for cutting food and labor costs 29.7%
- Developed service standards and training manuals for all food and beverage employees

Rush Street

Culver City, CA

Food and Beverage Manager

November 2020-February 2021

- Achieved 15% improvement in restaurant guest satisfaction (GSI scores) through hands on training
- Improved efficiency in inventory, labor and point-of-sale management using Oracle MICROS
- Reduced food, liquor and supply cost significantly and maintained a consistent 28% food and 18% liquor cost, by implementing standard and inventory control

InterContinental at Beverly Hills

Beverly Hills, CA

Food and Beverage Supervisor

December 2019-March 2020

- Hired, managed and coached staff of 150+ employees in 5-star luxury hotel with maximum daily covers
- Improved hotel rating on Tripadvisor.com by spearheading marketing intuitive
- Increased hotel profitability by controlling expenses and increasing bookings

Chaoyang Park Hotel

Beijing, China

Rooms Operations Manager

June 2017-December 2019

- Exceeded company annual goals with P&L management through revenue growth and cost control
- Liaison to high profile guests in handling their highly sensitive privacy and financial information
- Increased overall sales by 31% by aggressive marketing campaigns and cross-sales training

Sharjah Sadiq Hotel

Dubai, UAE

Rooms Operations Manager

October 2016-June 2017

- Oversaw the development of the International Diplomacy Luncheon
- Reengineered vendor policy and managed contracts for all vendors
- Hired and coordinated employees, facilitate interdepartmental communication and allocated tasks

EDUCATION & AFFILIATIONS

Court of Master Sommeliers Americas

Los Angeles, CA

Florida Agricultural and Mechanical University

Tallahassee, FL

Bachelor of Science in Public Relations