

Gregory Lee Baine

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OBJECTIVE

Dynamic and passionate hospitality professional seeking a position as a Server or Bartender. With over 15 years of experience in high-end customer service, event coordination, and working in fast-paced environments, I aim to provide guests with exceptional dining experiences while maintaining operational excellence.

SUMMARY OF QUALIFICATIONS

- Over 15 years of experience delivering exceptional service in high-demand hospitality environments, specializing in large group management, event coordination, and manual labor tasks.
 - Proven expertise in managing high-pressure service environments, ensuring seamless operation through organization, multitasking, and proactive problem-solving.
 - Skilled in handling manual labor tasks such as restocking, unloading food carts, and inventory management while maintaining a clean and organized venue.
 - Known for maintaining a positive, professional attitude, cultivating an exceptional guest experience, and effectively managing team dynamics.
 - Strong communicator with extensive experience collaborating with vendors, colleagues, and clients to achieve shared goals.
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PROFESSIONAL EXPERIENCE**Harbor Reef Restaurant, Catalina Island, Two Harbors****Food & Beverage Manager — 2024 (Seasonal)**

- Directed day-to-day operations of food and beverage services, ensuring timely, efficient service and high customer satisfaction for large groups and events.
- Monitored inventory levels, proactively managing stock rotation to reduce shortages and minimize waste while ensuring cost control.
- Led and trained staff, instilling a customer-first mindset, with a focus on cleanliness, efficiency, and maintaining operational excellence during high-demand periods.
- Demonstrated problem-solving skills by addressing and resolving guest complaints and operational challenges, preserving service quality and team morale.

CJ Entertainment & Media, Orange County, CA

Estate Manager — 2014–2023

- Managed daily operations of a 5-home estate, overseeing scheduling, staff coordination, and seamless coordination with vendors.
- Orchestrated private events for VIP clientele, including intimate dinners and large parties (2-100 guests), ensuring every detail met high expectations.
- Coordinated both domestic and international travel for executives, ensuring smooth event execution and handling logistics for executive accommodations.
- Oversaw routine maintenance and organization of the estate to always ensure a pristine environment for guests and clients.

The Winery, Newport Beach, CA

Server & Bartender/ Banquets & Special Events — 2012 - 2014

- Delivered top-tier service in a high-end waterfront restaurant, specializing in wine pairings and upscale dining experiences.
- Played an integral role in event set-up and execution, ensuring smooth transitions from event planning to service, especially during private banquets.
- Conducted wine research, enhancing customer experiences by offering customized recommendations that elevated the dining experience.
- Handled manual labor duties, including restocking glassware, silverware, and plates, and assisting with cleaning and maintenance tasks.

Downtown Project, Tony Hsieh Zappos, Las Vegas, NV

Property Coordinator / Estate Manager / Event Manager — 2011–2013

- Managed 50 private condos, providing services to an elite clientele, including celebrities, politicians, and top executives.
- Produced and coordinated large events for over 50 guests, ensuring all aspects of the events ran smoothly, from accommodations to entertainment.
- Provided VIP concierge services, including guest accommodations, personalized travel arrangements, and ensuring a flawless experience from start to finish.
- Led property maintenance, ensuring all areas met high standards of cleanliness and functionality, including managing inventory and stocking supplies.

The Beverly Hills Hotel and Bungalows, Beverly Hills, CA

VIP Guest Services / Server & Bartender, Cabana Cafe — 2008–2011

- Delivered **5-star service** to **high-profile clientele**, including A-list celebrities and dignitaries, ensuring personalized attention and satisfaction.
- Supported the **coordination of large events**, providing impeccable service to VIP guests, ensuring seamless transitions and excellent guest experiences.
- **Promoted** from Cabana Boy to **Concierge**, and then to **Security**, demonstrating adaptability, a **strong work ethic**, and a commitment to operational excellence.

MTV News, Santa Monica, CA

Freelance Production Coordinator — 2001–2009

- Coordinated production logistics for high-profile shows including *The Osbournes*, *MTV Movie Awards*, and *Fear*.
- Assisted in event planning, overseeing schedules, talent coordination, and ensuring smooth production execution for live broadcast events.

Chelsea Pictures, Beverly Hills, CA

Researcher / Coordinator — 2005–2006

- Managed research for commercial bids, obtaining filming permits, and coordinating logistics for international filming projects.
- Assisted in executive meetings and contributed to script coverage to ensure the success of high-stakes projects.

Rigberg – Rugolo Entertainment, Beverly Hills, CA

Executive Assistant — 2004–2005

- Managed executive schedules, coordinated travel arrangements, and supported senior executives with administrative tasks and client relations.
- Supported script development through coverage and client assistance, ensuring smooth workflows in a fast-paced environment.

Disneyland, Anaheim, CA

Blue Bayou Restaurant – Line Cook / Kitchen Staff / Busser — 1994–1996

- Provided excellent service in a fast-paced, high-volume kitchen environment, demonstrating strong organizational skills and adaptability.
- Assisted in various kitchen roles, from prep to line cook and expo, ensuring smooth service during peak hours and maintaining cleanliness throughout the operation.

EDUCATION

United States Army — 1998–2002
Associate in Arts equivalency, Broadcast Journalism
Defense Information School

MILITARY SERVICE

United States Army — 1998–2002
Specialist E-4

- Completed basic training at Fort Jackson, SC, and specialized in Broadcast Journalism at Fort Meade, MD.
 - Produced and broadcasted military news content for the Armed Forces Network (AFN), both domestically and internationally.
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SKILLS

- Customer Service Excellence
- Event Coordination & Planning
- Manual Labor & Routine Maintenance
- Inventory Management
- Fast-Paced Service Environments
- Multitasking & Organizational Skills
- Strong Communication & Collaboration
- Wine & Cuisine Knowledge
- Proficient in MS Office Suite (Excel, Word, PowerPoint)