



Samuel Adams

A seasoned hospitality professional with over 15 years of experience in restaurants and hotels, extending from waitstaff to management. A degree in hospitality management and a Certified Specialist of Wine credential, coupled with the proven ability to train staff, streamline operations, and handle management tasks efficiently. Developed strategies that led to significant improvement in guest service ratings and operational efficiency in top-tier establishments such as Outback Steakhouse and Marriott International.

CONTACT



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LinkedIn | Portfolio



City, State Abbreviation Zip
Code

EDUCATION

Bachelor Degree in Hospitality
Management
The Culinary Institute of America, Hyde
Park, New York
May 2009

KEY SKILLS

- Coordinating with kitchen staff
- Management tasks
- Overseeing operations
- Resolving complaints
- Training junior wait staff

PROFESSIONAL EXPERIENCE

- **Hospitality Manager, Marriott International, New York, NY**
June 2015 – Present
 - Developed and implemented strategies to improve guest service ratings, leading to an increase in overall customer satisfaction by 20%
 - Coordinated staff training programs to ensure all employees are well versed with quality standards and procedures, resulting in a 15% decrease in operational errors
 - Assisted in the roll-out of a new menu initiative, leading to an increase in average customer spend of 10%
- **Senior Waiter, Outback Steakhouse, New York, NY**
January 2010 – May 2015
 - Trained and supervised a team of 20 wait staff, which led to a reduction in the turnover rate by 30%
 - Implemented new protocols that greatly improved operational efficiency resulting in a 25% decrease in complaints related to service
 - Coordinated with the kitchen staff and other departments to ensure seamless operations during high-volume periods

CERTIFICATIONS

- Certified Specialist of Wine (CSW, Society of Wine Educators), May 2015
- ServSafe Food Handler Certificate (SFHC, National Restaurant Association), August 2012
- Training for Intervention Procedures (TIPS, Health Communications, Inc.), January 2011