**Amanda Davies**

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**360-460-2874**

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**CAREER OBJECTIVE**:

To utilize my knowledge and skills in a positive environment, that challenges me to excel above the industrystandards. My desire is to work, develop and grow while building lasting relationships that make a positive difference for others.

**EXPERIENCE:**

**Lead Supervisor – F&B 12/20-8/22**

**Lucky Eagle Casino & Hotel Rochester, WA**

* Collaborate with other Leaders in making placement recommendations for open positions in the F&B department.
* Work closely with HR recruiting to ensure new hire timelines are met to fulfill F&B hiring needs.
* Assist Director with F&B’s budget, and financial planning.
* Strategic planning, working within the budget to make appropriate changes to increase guest satisfaction.
* Successfully developed and implemented a training program for the Food & Beverage Department.
* Successfully rebranded multiple venues, to better represent the property.
* Lead F&B division-wide efforts to improve guest services scores in all key metrics
* Taking the most effective role by preforming duties to ensure our venues provided the ultimate guest experience.

**Clearwater Supervisor – F&B 5/15-12/16**

**Clearwater Casino Poulsbo, WA**

* Oversight of the Front of House Staff, ensuring our guests expectations were being exceeded.
* Interview potential Team Members, working with leadership to make hiring decisions.
* Prepare/Plan staff schedule, filling in when/where needed.
* Actively practicing and following the Customer Service Standards.
* Perform staff evaluations, helping develop plans for improvement and growth in the Customer Service Standards of the property.
* Keeping open lines of communication with kitchen to ensure a smooth and delightful experience.
* Prepare end of shift report, communicating to F&B Managers on the details of the day.
* Track employee certifications/licenses to ensure compliance with laws and regulations.

**General Manager 5/12-5/15**

**The Bushwhacker Port Angeles, WA**

* Executed all bookkeeping for the business, including payroll, A/P, A/R, and filing monthly/quarterly taxes.
* Assisted department supervisors with their labor/food costs, scheduling staff, and other PR for the business.
* Recruiting, interviewing, and hiring for the establishment.
* Track employee certifications/licenses to ensure compliance with laws and regulations.
* Scheduling Training and development for new hires, and team as needed.
* Established relationships with distributors, working with them to market the different promotions they offered.
* Provided excellent customer service to every guest, ensuring a return visit to our establishment.