

LAUREN BRYANT

WORK EXPERIENCE

[May 2019- June 2020] The Post Oak Hotel Uptown Houston Houston, Tx

H Bar Manager

- Manage day to day operations within the outlet
- Develop training to ensure Forbes 5 Star Standards are achieved
- Achieve 95% bar/lounge score on Forbes 5 Star audit
- Assist in developing new cocktail menu

[August 2018- May 2019] PHM Management

Dallas, Tx

Task Force Manager

Puccini & Pinetti 8/18-5/19

- Executed banquet events
- Assisted in day to day operations
- Assisted in payroll processing
- Assisted in seasonal beverage program updates
- Assisted in training of new and promoted employees

[May 2018-August 2018] Viking Gymnastics & Dance

Niles, IL

Gymnastics Coach

- Coached children 1year old and up
- Designed creative stations to teach and correct gymnastics skills
- Evaluated gymnasts for level advancement
- Hosted birthday parties

[October 2015-May 2017] Hyatt Regency McCormick Place Chicago, IL

Assistant Food & Beverage Outlets Manager

- Simultaneously managed 5 F&B Outlets within the hotel
- Sold and planned private dining events for main restaurant
- Organized and executed In Room Dining Hospitality Functions
- Trained 2 supervisors leadership skills and to maintain standards of service
- Ensured 75 union associates provide excellent guest service
- Developed drink specials related to convention business

[February 2015-September 2015] L'auberge Lake Charles Lake Charles, LA

Assistant Manager Favorite's Southern Kitchen & In Room Dining

- Assisted in opening Favorite's Southern Kitchen
- Manage Favorite's & In Room Dining teams
- Developed and implemented SOP for utilizing HotSOS for tracking amenities delivery
- Developed and implemented Favorite's Training program
- Ensure 5 supervisors maintain standards of service
- Ensure 75 Favorite's & In Room Dining team members provide excellent guest service

[March 2014-February 2015] L'auberge Lake Charles Lake Charles, LA

Pool Manager

- Supervised and managed Pool Staff
- Supervised and managed Touloulou's Beach
- Planned and executed bar and VIP cabana service for Liquid Society Concerts
- Developed and implemented training programs for all points of pool service
- Coordinated bottle service for VIP Guests
- Ensured staff of 75 team members provided excellent guest service

[January 2011-March 2014] L'auberge Lake Charles Lake Charles, LA

Jack Daniel's Bar & Grill Restaurant Supervisor

- Supervised and managed Jack Daniel's Bar & Grill
- Hosted Liquid Society After Party at Jack After Dark
- Established Food & Beverage Differentiated Service Policy
- Planned and executed Jack After Dark themed parties
- Assisted in establishing Jack After Dark VIP Service
- Developed host and server training programs
- Supervised 115 Person Team
- Assisted in planning Bayou Rum Dinner
- Assisted in Beverage menu Development and Design

[July 2010- December 2010] L'auberge Lake Charles Lake Charles, LA

Housekeeping Supervisor

- Supervised Housekeeping department in 1000 room hotel
- Scheduled Housekeeping Guest Room Attendants, Housemen, Inspectors
- Communicated with other resort departments
- Managed accounts and budget for housekeeping department
- Resolved customer service issues

[May 2010- July 2010] L'auberge Lake Charles Lake Charles, LA

Intern

- Gained experience in all departments within Hotel Operations
- Communicated and interacted with guest using LDL standards
- Networked and acquired hands-on experience in the day-to-day operations of a AAA Five Diamond resort casino
- Developed SOP for Housekeeping and Facilities HotSOS use

MEMBERSHIPS, SERVICE & WORK EXPERIENCE

Eta Sigma Delta- Vice President of Internal & External Affairs 2009-2010

Awarded Best Paper Award 2009 Missouri State Green Hospitality Symposium

Lean Six Sigma Green Belt

The Science of Well-Being - Yale

EDUCATION

[2005- 2010] University Of Arkansas

Fayetteville, AR

Hospitality and Restaurant Management

- August 2010 BS