

Elizabeth Dolz

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Focused on setting/delivering high expectations and rising service standards.

Work Experience

General Manager

Babous/ Swexan Hotel-Dallas, TX

January 2024 to Present

Budget/ Forecast/Labor - Expectations

Biweekly Payroll.

Scheduling keeping zero turn over since taking over.

Beverage Inventory / Produce order.

Managing guests lists and all bottle service bookings.

Introduced full year events calendar.

Kept fluid communication with membership and privacy laws.

Entertainment booking.

Upholding accurate table minimums and direct contact with VIP's or members.

Growing revenue by maximizing available space and consistent service.

Providing open communication with the team prior to shift.

Assistant General Manager (AGM)

The Henry Dallas-Dallas, TX

July 2022 to February 2023

Trained food and beverage service personnel, confirming staff ability to provide recommendations and answer questions

Responded to customer complaints, addressing concerns and distress with amicable interactions

Drafted beverage purchasing plan, aligning inventory needs with budgetary constraints by applying historical data

Maintained high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety

Motivated staff to perform at peak efficiency and quality

Coordinated and organized all restaurant inventory

Restaurant Manager

Caprice Holdings Sexy Fish-Miami, FL

September 2021 to June 2022

Hired/trained/managed all staff (overseeing over 200-250 staff members and floor managers)

Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency

Enhanced operational success through effective staffing, strong training, adherence to safety regulations and well-timed customer service while breaking records sales of 245k a day.

Managed budget implementations, employee reviews, training, schedules and contract negotiations

Organized budgets, oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans within my department.

Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands

Food and Beverage General Manager

THE STANDARD HOTEL-Miami, FL

November 2017 to March 2020

Hired/trained/managed all staff (overseeing over 123 staff members and 8 floor managers)

Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency

Enhanced operational success through effective staffing, strong training, adherence to safety regulations and well-timed customer service

Managed budget implementations, employee reviews, training, schedules and contract negotiations

Organized budgets, oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans

Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands

Managed quality assurance program, including on-site evaluations, internal audits and customer surveys

Food & Beverage Assistant General Manager

THE CONFIDANTE HOTEL-Miami, FL

November 2015 to November 2017

Trained food and beverage service personnel, confirming staff ability to provide recommendations and answer questions

Responded to customer complaints, addressing concerns and distress with amicable interactions

Drafted beverage purchasing plan, aligning inventory needs with budgetary constraints by applying historical data

Maintained high standards of food quality by reviewing shipments, overseeing preparation and monitoring food safety

Motivated staff to perform at peak efficiency and quality

Coordinated and organized all restaurant inventory

Bar Manager

COYA-Miami, FL

March 2014 to July 2015

Kept alcoholic beverages well-stocked and organized to meet expected demands

Developed unique drink and cocktail offerings on monthly basis as part of seasonal offerings

Strategized plans to increase bar revenue through innovative promotional concepts, specialty drinks and customer-focused events

Handled escalated customer concerns with speed and knowledgeable support to achieve optimal satisfaction and maintain long-term loyalty

Consulted with managers to organize special events and promotions such as trivia nights to bring in new customers

Implemented quality control initiatives while creating house-made cocktails, juice and preparations to reduce downtime and increase revenue

Restaurant Bar Manager

Crave-Minneapolis, MN

January 2013 to June 2014

Set schedules for bar staff by planning and designating shifts and hours

Hired and managed all bar staff

Motivated staff to perform at peak efficiency and quality

Coordinated and organized all bar inventory

Education

High School Diploma

Miami Senior High School - Miami, FL

May 2007

Skills

- SKILLS
- Microsoft Word
- DJs Bookings/Event Execution
- ADP/ Payroll
- Purchasing
- Budgets
- Hiring/Development
- Sales
- Inventory
- Excel
- Aloha
- Dish
- Averro
- Accubar
- Bartending
- POS
- Restaurant Management
- Labor Cost Analysis
- Food Safety
- Internal Audits
- Strategic Planning

Certifications and Licenses

Food Handler Certification