

Roberta "Betsy" Kirwan

3432 Lake Pleasant Road S., Osseo, MI 49266
Ph. 574.286.1154 | email: bkirwan181@gmail.com

Objective

To gain a position that would allow me to make the best use of my skills while affording me the opportunity to grow with the possibility of advancement.

Experience:

3/16 – Present Chartwells Food Service at Siena Heights University, Adrian, MI

- Hired as dining room supervisor for evening dinner service
- Was promoted to Manager for catering, retail store, and marketing in September 2016
- Met and exceeded projected catering sales and client satisfaction every year of my tenure.
- Due to increased revenue in catering and retail, I played an integral part in our unit being recognized as top performer in the region for the year.

10/14 – 11/15 Broad Street Downtown Market, Hillsdale, MI

Restaurant Manager

- Hired, trained, and managed servers and bartenders
- Booked and managed all on and off-premise catering events

8/10 - 8/14 Saga Food Service dba Hillsdale Dining Services, Hillsdale, MI

Catering Manager

- Communicated with College departments, off-campus clients, kitchen staff, and venue personnel to plan menus, set-up and service of all events.
- Coordinated with events supervisor to train, schedule and manage service staff.

9/09 – 8/10 McCarthy's on the Riverwalk, Elkhart, IN

Manager/Assistant Director of Marketing

- Assisted the General Manager in the start-up phase.
- Purchased and maintained inventory of all liquor, beer & wine.
- Developed a training program for servers, bartenders and host staff.
- Coordinated catering events and assisted the General Manager in marketing the restaurant and banquet events.

12/07 – 9/09 Trio's Restaurant & Jazz Club, South Bend, IN

Restaurant &/Banquet Manager

- Hired on after initial opening to correct service issues and refine staff.
- Built a strong repeat customer base via marketing and positive word of mouth advertising
- Managed and marketed the banquet venues.

02/07 – 11/07 Frankie's Place Restaurant, Union Pier, MI

Assistant General Manager

- Hired as assistant general manager during the start-up phase to develop the company's logo, identity and concept.
- Coordinated with township officials, signage companies, advertising entities, and commercial artists to ensure the highest possible visibility in the market.
- Hired and trained FOH staff

08/05 - 02/07 The Cellar Door, Holiday Inn, South Bend, IN

FOH Manager

- Hired as AM Supervisor; commissioned to get a struggling morning crew back on track.
- Managed banquet employees for morning functions
- Performed market research, food and labor cost and revenue analysis necessary to extend our hours for lunch.
- Coordinated functions in our private dining room.