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## Troy Berge

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## SUMMARY

I've been excited and involved in the food and beverage business for 30+ years. Over 20 yrs of which has been in management.

I've grown from Front of the House work, Back of the House work, into management at every level. Bar management, restaurant management, kitchen management, and everything from asst floor manager to general manager of a restaurant, brewery, bed & breakfast in many different concepts.

Since realizing this was a field I wanted to continue in throughout my life at an early age, I've tried from early on to diversify the different styles of F&B management I did to round out my ability to adapt quickly and efficiently to most styles of the business.

Most recently, I gravitated to a high paced, semi to full casual style, with my most recent experiences in the brewery world and the high volume BBQ restaurant world being fun favorites.

I hope to come into any opportunity willing to learn any individual establishment's goals and ideals, and contribute to making it a successful, fun place to work for employees and, more importantly, an exciting and fun place for the customers to enjoy.

## SKILLS

- Supervision and Training
- Cross-Functional Team Management
- Performance Evaluation and Monitoring
- Department Oversight
- Policy Development and Enforcement
- Human Resources Oversight
- Staff Development
- Financial Statement Review
- Customer Service Management
- Recruitment and Hiring
- Supplier Monitoring
- Sales Promotion
- Team Leadership
- Staff Scheduling
- Originality and Creativity
- Budget Control
- Training Management
- Cost Reduction
- Sales Tracking

## EXPERIENCE

General Manager

Waynesboro, VA

The Fishin' Pig/ Nov 2018 to Current

- Trained employees on duties, policies and procedures.
- Recruited, interviewed and hired qualified staff for open positions.
- Created schedules and monitored payroll to remain within budget.
- Supervised employees through planning, assignments and direction.
- Recruited, trained and empowered employees to achieve key performance indicators.
- Tracked monthly sales to generate reports for business development planning.
- Administered employee discipline through verbal and written warnings.
- Managed inventory levels and conducted corrective action planning to minimize long-term costs.
- Guided management and supervisory staff to promote smooth operations.

- Built and maintained loyal, long-term customer relationships through effective account management.

#### Food and Beverage Director

Nellysford, VA

Wild Wolf Brewing Co./ Feb 2012 to Mar 2017

- Managed food service sales, costs and budget administration to keep operations in line with financial targets.
- Trained workers in food preparation, money handling and cleaning roles to facilitate restaurant operations.
- Added new menu options by consulting with talented chef to develop new recipes based on local, seasonal ingredients.
- Developed and implemented strategies to enhance team performance, improve processes and boost results.
- Followed proper food receiving, storage and preparation techniques to maintain ingredient and dish quality.
- Collaborated with server trainees to promptly resolve potential customer concerns.
- Executed hands-on preventive maintenance and repairs to keep equipment functional.
- Produced detailed documentation to outline potential worker issues.
- Worked in close collaboration with team members to ensure customers received high-quality service.
- Trained new employees to perform duties.
- Checked with guests to get feedback on food served, resolve issues, bring additional items and refill beverages.

#### General Manager

Wintergreen, VA

The Edge, Wintergreen Resort/ Nov 2008 to Aug 2011

- Trained employees on duties, policies and procedures.
- Recruited, interviewed and hired qualified staff for open positions.
- Created schedules and monitored payroll to remain within budget.
- Supervised employees through planning, assignments and direction.
- Tracked monthly sales to generate reports for business development planning.
- Administered employee discipline through verbal and written warnings.
- Managed inventory levels and conducted corrective action planning to minimize long-term costs.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Reviewed financial statements and sales or activity reports to measure productivity or goal achievement.
- Appraised inventory levels on frequent basis, ordering new merchandise to keep quantities well-stocked.
- Created effective business plans to focus strategic decisions on long-term objectives.
- Directed or coordinated financial or budget activities to fund operations and maximize investments.

## EDUCATION AND TRAINING

Commercial and Advertising Art

Virginia Tech

Blacksburg, VA