



Vanessa Landivar

Front Of House Supervising | Hospitality

I am bi-lingual, front-of-house supervisor with over 9 years of customer relationship management and hospitality service working in the bar and restaurant industry. I specialize in guest services and problem solving. I work well in large teams and have the ability to take lead in projects and events

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📍 Rockledge, Florida

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EDUCATION

BBA in Hospitality Management Florida Atlantic University

01/2020 - 07/2022

Boca Raton, FL

AA in Communications Palm Beach State College

2012 - 08/2014

Boca Raton, FL

WORK EXPERIENCE

Front Of House Supervisor/ Lead Bartender Hooters

11/2012 - 08/2021

Fort Lauderdale, FL

Achievements/Tasks

- Certified trainer tasked with keeping staff to hooters standards
- Act as Manager On Duty (MOD), creating expectations, leading, and managing processes.
- Respond to guest needs and anticipate needed services
- Analyze, investigate and resolve guest complaints
- Work daily with point of sales (POS) software to ensure proper cashflow and transaction.

Reference: Peter Weismen, General Manager - 308-322-6467

Realtor Remax Experience

2017 - 2019

Broward County, FL

Achievements/Tasks

- Developed competitive market prices by comparing properties and counseling my clients on market conditions.
- Met and exceeded sales Key Performance indicators (KPI's) on a routine basis.

Reference: Vincent Santomassimo, Director Of Business Development 305-988-2101

SKILLS

Customer Relationship Management (CRM)

Business Development

Event Planning

Attention to Detail

Project Management

Bartender

Bi-Lingual

Knowledge Of Softwares

Guest Satisfaction

Sales

Problem Solving

Detail Attention

ORGANIZATIONS

Kelly Jo Dowd Foundation (2018)

- Raised over \$1,000 coming up with different ways to entice guest to donate

CERTIFICATES

Responsible Vendor Alcohol Training (2012 - 07/2022)

Interval training of Properly checking identification and protecting my establishment from liability.

Food Handler Certification (2012 - 07/2022)

Interval training to ensure proper hygiene , prevent cross-contamination and know the cause and effect of major food borne illnesses.

LANGUAGES

English

Full Professional Proficiency

Spanish

Native or Bilingual Proficiency

INTERESTS

Travel

Outdoor Activities

Volunteering

Project Building

New Culture