

ENRIQUE OCHOA

AN EXPERIENCED, ACCOMPLISHED HOSPITALITY INDUSTRY PROFESSIONAL

Claremont, California

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EXECUTIVE SUMMARY

An experienced, driven, and accomplished **Hospitality Industry Professional**, with a wealth of experience while working for leading, high-profile companies and establishments. Possesses extensive sales experience, has worked at many top establishments, and consistent meets high performance goals.

SUMMARY OF QUALIFICATIONS

- Strong background in many areas including management, operations, staff training and development, sales, promotional work, suggestive-selling, event planning and coordination, and customer relations.
- Hard-working and driven, while highly-experienced in all aspects of industry work, is thoroughly familiar with industry practices and protocols, and meets the highest in organizational expectations.
- Exceptional sales and promotional abilities, has a long and proven track record of sales success, and meets the highest in sales goals in challenging business environments.
- Adept in establishing and cultivating successful, long-term client and industry relationships, and is firmly committed to attaining high levels of customer satisfaction, loyalty, and retention.

CORE COMPETENCIES

- Sales Excellence
- Business Development
- Lead Generation
- Event Planning
- Special Promotions
- Guest Satisfaction
- Staff Training
- Revenue Generation
- Team Motivation
- Vendor Management
- Sales Presentations
- Client Relations

PROFESSIONAL EXPERIENCE

MET HIMAT A BAR, Los Angeles, California

Manager/Lead Server (2022-Present and 2006-2018)

Responsible for operational management, profit and loss, staff training and development, assisting with closing duties, new-hire onboarding and orientation, managing shift check-out, answering and assisting with guest concerns, server performance management, customer relations, and handling a wide variety of special projects.

- Originally hired as a Server, and was quickly promoted through the establishment.
- In a Lead Server role, has consistently ranked number one in sales for every shift.
- Trains new-hires on guest expectations, safety procedures, and restaurant protocols.
- Serves a large and diverse clientele, and has met all guest expectations.

LA PIAZZA, Los Angeles, California

General Manager (2020-2022)

Responsible for restaurant management, profit and loss, team leading, staff training and development, curating events for high-end clients, business plan development and execution, cost control, food and labor costing, conducting pre-shift and department meetings, assisting with menu development, accounts payable, payroll preparation, sales tracking, inventory management, staff performance evaluation, and customer relations.

- Planned and coordinated many large events, and ensured consistent event success.
- Created business plans, which were instrumental in restaurant's long-term viability.
- Attained consistent cost savings via budget management and vendor negotiation.
- Optimized profits by controlling food, beverage, and labor costs.

WHISPER LOUNGE, Los Angeles, California

General Manager (2018-2019)

Responsible for managing lounge operations, profit and loss, staff training and supervision, workflow coordination, best practices implementation, beverage inventory management, vendor management, employee scheduling, staff performance evaluation, staff recruitment, customer relations, and other related assignments.

- During tenure, increased standards of service and customer satisfaction.
- Created new programs, which positioned restaurant as a local destination.
- Trained and supervised service personnel, seeing them to optimal productivity.

EDO BITES BY EDOARDO BALDI, Los Angeles, California

Supervisor (2019-2020)

Played a key role in opening a pop-up restaurant in Riyadh, Saudi Arabia. Responsible for restaurant concept development, bar program development, staff training and supervision, talent acquisition, conducting daily pre-shifts for team members, inventory management, daily accounting, and payroll processing.

- Created bar program, cocktails, and wine/beer list; trained staff on all products.
- Recruited, trained, and evaluated employees, ensuring optimal staff performance.
- Ensured smooth, efficient, and profitable restaurant operations.

EDUCATION

ROC UTRECHT, The Netherlands

Bachelor Degree: Major in Retail Expertise/International Export.

TECHNICAL PROFICIENCY

- Word, Excel, PowerPoint, and other systems and platforms.

LANGUAGES

- Multilingual, speaking English, Spanish, and Dutch.

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