

Marek Cummings

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SUMMARY

Food and beverage management professional with six years of progressive hospitality experience across upscale hotel outlets, **fine dining**, bars, **in room dining**, lounges, banquets, weddings, meetings, and special events. Leads daily service with clear standards for guest experience, cleanliness, safety, sanitation, presentation, and operating consistency. Reviews **P and L** results, forecasts, budgets, purchasing trends, inventory controls, vendor relationships, and capital expenditure needs with finance and hotel leadership. Develops hourly associates through practical coaching, performance feedback, recruitment support, retention planning, and advancement opportunities. Uses **customer satisfaction surveys** and service recovery feedback to close service gaps. Trusted with confidential personnel matters and sound operational judgment. Brings collaborative leadership across culinary, accounting, sales, and hotel teams, helping hospitality operations deliver polished service and disciplined financial performance.

EXPERIENCE

Food and Beverage Operations Manager January 2025 - Present
Riverton Plaza Hotel *Columbus, OH*

Leads daily food and beverage operations across an upscale restaurant, lobby bar, in room dining, executive lounge, and banquet operation. Partners with finance, culinary, and hotel leadership on **service standards**, labor planning, purchasing, guest satisfaction, inventory, and event execution.

- Led upscale restaurant, bar, lounge, **in room dining**, and banquet service through peak periods.
- Coached supervisors and **hourly associates** through briefings, observations, and advancement focused development plans.
- Reviewed **P and L** results, forecasts, purchasing trends, and expenses with finance leadership weekly.
- Converted guest survey themes into action plans addressing wait times, communication, and dining concerns.
- Oversaw inventory counts, receiving controls, vendor follow up, and product availability across outlets.
- Conducted pre service walkthroughs covering presentation, **cleanliness**, food safety, **sanitation**, staffing, and execution.

Assistant Food and Beverage Manager July 2022 - December 2024
Granite City Hotel and Conference Center *Cleveland, OH*

Coordinated restaurant, bar, room service, and **banquet operations** across simultaneous hotel dining schedules, weddings, and corporate meetings. Supported leadership with training, financial reporting, inventory, vendor coordination, guest feedback, recruitment, retention, and confidential personnel documentation.

- Coordinated restaurant, bar, room service, and banquet teams during **weddings** and corporate **meetings**.
- Trained associates on service standards, point of sale procedures, sanitation, communication, and escalation.
- Compiled sales, labor, purchasing, and operating cost data for **budgets** and forecasts.
- Managed inventory routines and vendor communication, resolving delivery issues before scheduled functions.
- Turned customer satisfaction feedback into **coaching** priorities and updated service procedures.
- Supported recruiting, onboarding, performance documentation, and **retention** while protecting confidential employee information.

Restaurant Supervisor October 2020 - June 2022
Oak and Ember Fine Dining *Cincinnati, OH*

Supervised high touch fine dining service with responsibility for front of house pacing, guest recovery, financial controls, inventory, safety, sanitation, and culinary coordination. Earned broader scope through calm judgment, discretion, and consistent team communication.

- Directed high touch dinner service through pacing, table assignments, guest recovery, and culinary coordination.
- Reinforced **fine dining** standards through menu sessions, rehearsals, inspections, and real time coaching.
- Completed opening controls, closing controls, cash reconciliation, sales review, and labor tracking.
- Monitored beverage and service inventory, documented variances, and coordinated replenishment with approved vendors.
- Conducted **safety** and sanitation checks throughout shifts, correcting issues and documenting follow up.
- Resolved sensitive employee matters discreetly while maintaining calm communication across service teams.

Food and Beverage Shift Lead June 2019 - September 2020
Harbor Table Restaurant *Dayton, OH*

Directed assigned dining room shifts across hosts, servers, bartenders, and kitchen staff. Built early leadership experience through team coaching, guest communication, point of sale accuracy, inventory controls, food safety, sanitation, and private event coordination.

- Directed dining room shifts by setting sections and service priorities across front and back of house.
- Coached new servers on hospitality, menu presentation, order accuracy, point of sale, and communication.
- Tracked reservations, table flow, and guest concerns, escalating patterns affecting service satisfaction.
- Performed closing inventory checks and documented shortages, strengthening purchasing control and cost awareness.

- Applied food safety, sanitation, and cleanliness procedures during opening, service, and closing.
- Supported private dining functions through setup, service timing, and guest request coordination.

PROJECTS

Banquet Service Consistency Program 📅 2025

Created a cross outlet service review process for banquet, restaurant, lounge, and in room dining teams. Connected walkthrough findings, guest feedback, coaching priorities, and event readiness checks into one operating rhythm.

Fine Dining Inventory Control Initiative 📅 2022

Strengthened beverage and service supply controls through scheduled counts, variance documentation, vendor coordination, and replenishment planning. Improved visibility for supervisors and supported more disciplined purchasing decisions.

LEADERSHIP & AWARDS

- Recognized by hotel leadership for developing hourly associates into expanded supervisory responsibilities.
- Selected for broader restaurant leadership after consistent guest recovery, financial control, and team communication.
- Earned trusted responsibility for confidential personnel matters and high volume event execution.

EDUCATION

Bachelor of Science in Hospitality Management

2019

Ohio State University GPA: 3.7

Columbus, OH

Coursework: Food and Beverage Operations, Hospitality Finance, Service Management, Event Planning

CERTIFICATIONS

- ServSafe Manager Certification 📅 2026
- Alcohol Service and Safety Training 📅 2024

TECHNICAL SKILLS

- **Hospitality Operations:** Restaurant Operations, Bar Operations, Lounge Service
- **Hotel Dining Services:** In Room Dining, Executive Lounge, Guest Service
- **Banquet Operations:** Weddings, Corporate Meetings, Special Events
- **Financial Management:** P and L Statements, Forecasting, Operating Budgets
- **Cost Controls:** Labor Tracking, Purchasing Controls, Operating Costs
- **Inventory Systems:** Beverage Inventory, Receiving Controls, Variance Reviews
- **Guest Feedback Tools:** Customer Satisfaction Surveys, Service Recovery, Action Plans
- **People Management:** Recruitment, Retention, Performance Documentation
- **Training Methods:** Coaching, Mentoring, Service Rehearsals
- **Safety Standards:** Food Safety, Sanitation, Cleanliness Inspections
- **Service Technology:** Point of Sale Systems, Reservation Systems, Sales Reporting
- **Vendor Management:** Vendor Relations, Delivery Coordination, Product Availability

SKILLS

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|--------------------------------|----------------------|------------------|------------------------|
| • Food and Beverage Management | • In Room Dining | • Team Training | • Budgeting |
| • Fine Dining | • Lounge Service | • Coaching | • Inventory Management |
| • Restaurant Operations | • Banquet Operations | • P and L Review | • Vendor Relations |
| • Bar Operations | • Guest Experience | • Forecasting | |

PROFESSIONAL AFFILIATIONS

- Hospitality leadership collaboration across culinary, accounting, sales, and hotel operations teams.
- Food safety and service standards partnership through coaching, walkthroughs, and shared accountability.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST