

# Crystal Hollibaugh

Assistant Beverage Manager • Las Vegas, NV • (814) 691-2984  
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Hardworking, task-driven Assistant Manager with 5+ years of hospitality training and 8+ years of marketing and communications experience in large-scale, luxury settings. Expert in project management and handling day-to-day administrative and operational procedures to achieve maximum operational impacts, boost department efficiency and increase outreach efforts.

## WORK EXPERIENCE

### **Excalibur Hotel & Casino, Las Vegas, NV**

*Assistant Beverage Manager*

August 2022 – Present

- Managed assigned operation functions within the department and maintained consistency and alignment with department's strategic plan and vision
- Directed cost effective operations through labor management, scheduling, supervision of all services and inventory control
- Supervised and reviewed the work of over 160 staff members, performed employee evaluations and managed employee concerns
- Communicated effectively with senior management, mid-level management and staff to fulfill and address issues or needs of guests and employees and food service or menu concerns
- Coordinated purchase requisitions through Stratton Warren purchasing system and maintained inventory forms to meet business demands while being mindful of COGs
- Designed and executed outreach efforts including developing content and producing communications informing staff and guests about venue specials and events, boosting employee morale and rallying support of company outreach initiatives

### **The Mirage Hotel & Casino, Las Vegas, NV**

*Assistant Restaurant Manager II – Diablo's Cantina*

January 2022 – August 2022

*Assistant Restaurant Manager II – Paradise Cafe*

August 2021 – January 2022

- Supervised and reviewed the work of over 200 staff members in two fast-paced casual dining restaurants, three pool bars and multiple internal bars
- Performed employee evaluations and managed employee concerns such as attendance records, scheduling, FMLA, COVID, etc. in accordance with company policies and procedures as well as the Collective Bargaining Agreement
- Communicated effectively with senior management, mid-level management, chefs and staff to fulfill and address issues or needs of guests and employees and food service or menu concerns
- Coordinated and managed events in various outlets, including large group parties and sports viewing events; supervised staff assisting in facilitating events
- Designed and executed outreach efforts including developing content and producing communications informing staff and guests about venue specials and events, boosting employee morale and rallying support of company outreach initiatives

**Treasure Island Hotel & Casino**, Las Vegas, NV  
*Executive Assistant – Food & Beverage*

May 2019 – September 2021

- Managed several calendars including executive and manager schedules
- Organized and executed events such as meetings, business meals, client dinners and various large events in our café, buffet, casual dining and fine dining venues
- Managed all external communications such as guest phone inquiries, guest concerns, company/venue information requests and event information requests through various means
- Managed all internal communications for the department such as memos, standard operating procedure manuals, staff communication bulletins and more, distributing them to the department and across the property as needed
- Conceptualized, designed, proofread/edited, printed and implemented food and beverage menus, promotions, advertisements and programs
- Ensured all licensing was maintained and updated and ensured the core values of the property and the department were maintained

*Communications Specialist*

October 2017 – May 2019

- Conceptualized, designed, and deployed graphic designs for weekly and quarterly publications including quarterly newsletters, weekly property updates, etc.
- Conceptualized and produced various other media such as video, photo and print content including banners, posters, memos, newsletters, signs, etc.
- Planned, organized and executed several employee outreach programs and events including craft fairs, wellness fairs, philanthropic events (blood drives, food drives, backpack drives, etc.), employee holiday parties and employee award functions (Employee of the Month/Quarter, Supervisor in the Spotlight and Employee of the Year)

## **EDUCATION**

Bachelor of Arts in Journalism  
*University of Pittsburgh*

2014

## **SKILLS**

File Management and Maintenance • Schedule/Calendar Management • Time Management  
Client, Guest and Employee Relations • Restaurant Management • Customer Service  
Contract Negotiations • iCIMS • Job Candidate Screening/Interviewing • Communications  
Public Relations • Copyediting • Graphic Design • Event Planning/Management  
Data Entry • Research • Content Creation/Management • Digital/Social Media Marketing  
Social Media Engagement and Networking • Microsoft Office (Word, Excel, PowerPoint)  
Adobe Suite (Photoshop, Illustrator, InDesign, Premiere Pro) • News/Feature Articles  
Publishing/Printing • Press Releases • Blogging • Photo/Video Editing

## **REFERENCES**

Available Upon Request