

Crystal Hollibaugh

Assistant Restaurant Manager • Las Vegas, NV • (814) 691-2984
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Hardworking, task-driven Assistant Manager with 8+ months of restaurant managerial experience and 5+ years of administrative experience (2+ in a large, luxury resort setting). Expert in communication and handling day-to-day administrative and operational procedures to achieve maximum operational impacts and boost department efficiency.

WORK EXPERIENCE

The Mirage Hotel & Casino, Las Vegas, NV

Assistant Restaurant Manager – Diablo’s Cantina

January 2022 – Present

Assistant Restaurant Manager – Paradise Cafe

August 2021 – January 2022

- Supervised floor service in two fast-paced casual dining restaurants, three pool bars and multiple internal bars during various hours of operation
- Performed employee evaluations and managed employee issues such as attendance records, scheduling, FMLA, COVID, etc.
- Maintained communication with the Chefs on all food service and menu concerns
- Communicated effectively with senior management, mid-level management, chefs and staff to fulfill and address issues or needs of guests and employees
- Ordered supplies through Stratton Warren purchasing system and maintained inventory forms to meet business demands while keeping costs to a minimum
- Maintained accurate attendance and payroll records through Kronos Timekeeping system
- Communicated directly with guests regarding special requests, large party events, concerns, etc.
- Assisted in opening and closing checks for all guests including large parties and special events such as VIP seating for major sporting events; also assisted in handling any voided or comped items
- Monitored and inspected various restaurants and bars for health and safety issues including broken tiles, pest opportunities, expired labels, etc.

Treasure Island Hotel & Casino, Las Vegas, NV

Executive Assistant – Food & Beverage

May 2019 – September 2021

- Managed executive and manager schedules
- Planned and organized events such as meetings, business meals, client dinners and various large events such as Big Game parties in our café, buffet, casual dining and fine dining venues
- Answered phone inquiries, directed calls to proper parties, assisted with guest concerns, reported concerns to management and provided basic company and venue information via phone and email communications
- Transcribed memos and other important department documents, distributing them to the department and across the property as needed
- Assisted in conceptualizing, designing, proofreading/editing, printing and implementing food and beverage menus, promotions, advertisements and programs

- Ensured all licensing was maintained and updated and ensured the core values of the property and my department were maintained
- Utilized various software and programs including iCIMS recruiting platform for scheduling and conducting interviews, Kronos for handling time clocks and payroll, Stratton Warren for purchase orders and requisitions, InfoGenesis point-of-sale system, Microsoft Office programs (Word, Excel, PowerPoint, SharePoint, etc.) and Adobe Suite programs (Photoshop, Illustrator, Premiere Pro, InDesign, etc.)

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 implemented several employee 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)

Brown Blankfeld Group – Berkshire Hathaway HomeServices

Las Vegas, NV

Marketing Director

August 2014 – October 2017

- Developed and implemented editorial calendars, social media strategies and public relations action plans on team and individual levels for real estate agents
- Conceptualized, designed, and produced various media for marketing properties, including WordPress blog articles and posts, social media posts (Facebook, Twitter, Instagram, etc.) special event flyers, brochures and marketing postcards
- Created, produced, and distributed video, photo and print content for our director's radio show program, Las Vegas Real Estate NOW

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 • Casual Dining
Customer Service • Contract Negotiations • iCIMS • Job Candidate Screening/Interviewing
InfoGenesis/POS • Communications • Okta • Agilysys OnDemand • Workday
SevenRooms • OpenTable/Reservation Management • Kronos • Stratton Warren • LMS
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