Ashley Cressy

Hospitality Executive & Front of House Manager

Los Angeles, CA / Baytown, TX | 346-671-7366 | ashleycressy12@gmail.com

PROFESSIONAL SUMMARY

Sophisticated and highly strategic Hospitality Professional offering over a decade of blended excellence in premium guest experiences, team coaching, and large-scale operations management. A high-initiative leader who seamlessly bridges corporate revenue goals with flawless front-of-house execution, VIP guest relations, and high-volume logistics. Exceptional track record of managing P&L accountability, inventory, and staff training while driving sales targets and maintaining world-class service standards in ultra-competitive luxury environments.

CORE COMPETENCIES

- **Operations & Leadership:** Team Recruitment & Coaching | Labor Scheduling | P&L Awareness & Asset Protection
- **Fine Dining Standards:** Multi-Course Pacing & Presentation | Elevated Wine & Menu Storytelling | VIP Guest Relations
- **Business Acumen:** Vendor Contract Optimization | Budgetary Oversight | High-Value Inventory & Auditing
- **Digital Systems:** Toast, OpenTable, Resy, SevenRooms, Square, and corporate POS systems
- **Conflict Resolution:** Floor Diplomacy | Guest De-escalation & Retention | High-Pressure Problem Solving

CHRONOLOGY OF MANAGEMENT & HOSPITALITY IMPACT

Shift Supervisor | *Starbucks* | Los Angeles, CA & Dallas, TX | 2024 – 2026

- **High-Volume Oversight:** Spearheaded daily operations and floor management for an elite, high-volume flagship location grossing **$140,000 in weekly sales**.
- **Operational Execution:** Translated complex corporate revenue targets into real-time shift decisions, optimizing deployment across fast-paced, maximum-capacity floor setups.

- **Team Leadership:** Mentored, coached, and motivated an active team of baristas, fostering an environment built on high integrity, speed-of-service, and strict brand standards.
- **Financial & Inventory Control:** Enforced rigorous cash-handling protocols, safe reconciliation, and inventory control systems to consistently minimize waste and shrinkage.

Guest Relations Specialist | *The Breakfast Club* | Los Angeles, CA | 2023 – 2024

- **VIP Concierge & Seating:** Directed floor flow, reservation pacing, and VIP guest accommodations utilizing advanced digital tools (OpenTable/Resy) in a high-profile, fast-paced celebrity hotspot.
- **Floor Diplomacy:** Acted as the primary point of contact for complex guest escalations, turning high-pressure service friction into opportunities for brand loyalty and positive digital reviews.
- **Revenue Optimization:** Collaborated with FOH management to maximize table turnover rates by 10% during peak weekend rushes without compromising guest experience.

GM Coach / EHS | *Walmart* | Baytown- Galveston, TX | 2021 – 2023

- **Executive Oversight:** Governed large-scale operational teams, environmental health, safety systems, and strict asset protection protocols across high-volume departments.
- **Team Development:** Spearheaded the professional training, performance management, and daily coaching of over a dozen department associates.
- **Financial & Visual Auditing:** Analyzed macro-level sales trends and profit/loss statements to execute complex floor layouts, optimize department aesthetics, and handle corporate change orders.

Marketing Manager | *Executive Catering* | Houston / Baytown, TX | 2020 – 2022

- **Strategic Logistics:** Audited high-value vendor bids and negotiated contracts to support tight, multi-thousand-dollar fine-dining event concepts and strict operational budget limits.
- **Brand Elevation:** Synthesized loose organizational data into rigorous, compliant records management frameworks while designing targeted marketing campaigns that elevated high-end client acquisition.

Hors d'oeuvre Specialist & Catering Lead | *Melange Catering* | Houston, TX | 2014 – 2018

- **Culinary & Service Precision:** Orchestrated elite tableside service and luxury multi-course pacing for high-net-worth clients, corporate accounts, and premium upscale events.
- **Menu Storytelling:** Artfully presented curated small plates and premium food selections, highlighting ingredient origins, flavor profiles, and strict dietary restriction protocols.
- **Onboarding Support:** Selected by management to onboard and shadow new incoming server and busing staff on rigid upscale hospitality protocols.

TECHNICAL SYSTEMS & SKILLS

- **Platforms:** Toast, OpenTable, Resy, Square, and corporate digital waitlist managers.
- **Languages:** Fluent in English, Beginner proficiency in Spanish and French.

EDUCATION & CREDENTIALS

- **National Food Handler's Certification** (Current through 2028)
- **Independent Artist Program** | Musicians Institute, Los Angeles, CA
- **Certified Yoga Teacher (200-Hour)** | The Yoga Institute