

# Garrett Mann

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## Education

**Washington State University - Pullman, WA**  
Bachelor of Arts - Hospitality Business Management

August 2020 - May 2024

**César Ritz Colleges - Brig, Switzerland**  
Bachelor of Arts - Hospitality Business Management

January 2023 - March 2023

## Work Experience

**Seattle Golf Club - Shoreline, WA**  
*Club Management Intern*

May 2024 - Current

- Planned and executed multiple events for over 100 people, including golf tournaments, family nights, weddings, and memorials on a weekly basis
- Stepped into the role of Dining Room Manager in the absence of the regular manager, overseeing daily operations, supervising staff, and ensuring a high standard of guest service, gaining hands-on experience in management duties
- Collaborated with both Club Management and Board of Trustees to prepare and maintain detailed budgets, ensuring alignment with operational goals and financial targets
- Managed beverage inventory by implementing efficient monthly tracking, optimizing stock levels and reducing waste, resulting in improved cost of sale and cost control
- Contributed to different governmental bodies within the club including different committees and the Executive Board, allowing practice within the governance of a private club
- Gained hands-on experience in financial forecasting and cash flow analysis to support strategic planning initiatives for club operations
- Provided on-site support during member events, addressing concerns and ensuring a high-quality experience

**The Black Cypress Bar and Kitchen - Pullman, WA**  
*Server/Runner/Host*

August 2022 - May 2024

- Assisted with leading a front of house staff for a James Beard nominated restaurant for Outstanding Hospitality
- Informed guests on over fifteen different dishes and their flavor profiles describing them in detail, including new daily specials each day to over 40 people daily
- Collected over 30 five-star reviews through the execution of strong service
- Practiced and learned proper wine service for customers, providing the service to guests on a daily basis

**Seattle Golf Club - Shoreline, WA**  
*Food and Beverage/Event Coordinating Intern*

April 2023 - August 2023

- Trained in high-end bartending, mastering classic and signature cocktails
- Communicated with over 350 members and guests daily in a professional manner at all times, ensuring the standards and reputation of the golf club through all actions
- Practiced and learned the professional standards within a private club, and held these standards through the management of a ten-person front of house team

**Red Robin Gourmet Burgers and Brews - Monroe, WA**  
*Host/Server/Runner*

September 2020 - August 2022

- Managed fifteen to twenty tables at a time, ensuring good service and cleanliness across section
- Initiated a 15% increase in royalty rewards members by showing great customer service skills
- Coordinated and prepared over 30 entrées through teamwork with coworkers on the expo line of the restaurant

## Volunteer Experience

**National Lentil Festival**

- Assisted in the execution of community event

**We Scare Hunger Halloween Food Drive**

- Collected canned goods on Halloween Night

## Awards & Certifications

**Washington State University President's List**

**MAST Permit - Washington**

**Food Handlers Permit - Washington**

**ServSafe Allergen**