

KIRK ALEXANDER JR.

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PROFESSIONAL SUMMARY

Hospitality leader with over a decade of experience managing food and beverage operation in high-volume, seasonal, and remote settings—including multiple seasons with Xanterra in Montana. Proven ability to ramp up quickly, build cohesive teams under tight timelines, and deliver operational excellence despite fluctuating volumes. Combines financial discipline with a guest-first mindset to achieve sales targets, control costs and create memorable experiences.

CORE COMPETENCIES

- Operations Management: High-Volume F&B, Multi-Outlet Supervision, Remote Site Logistics
- Financial Acumen: Labor Budgeting, P&L Analysis, Inventory Control, Cost Reduction, Sales Growth
- Team Development: Staff Training & Mentorship, Seasonal Recruitment, Performance Coaching
- Service Excellence: Guest Satisfaction Strategy, Banquet/Event Coordination, Quality Assurance
- Compliance: Food Safety (ServSafe), Health Regulations, Alcohol Control (TIPS) Cash Handling & Security

PROFESSIONAL EXPERIENCE

DINING ROOM MANAGER - Xanterra Parks & Resorts – Many Glacier, MT

May 2026 – Present (Seasonal)

- Direct dining room operations at a high-volume National Park motor inn, overseeing service staff and ensuring exceptional guest experiences in a remote seasonal setting.
- Drove a ~\$35,000 year-over-year increase in sales through strategic service execution, upselling techniques, and efficient table management.
- Improved guest satisfaction scores by approximately 22% by implementing rigorous service standards, conducting real-time floor coaching, and promptly resolving guest concerns.
- Successfully met all corporate sustainability goals for the season to date, reinforcing Xanterra's commitment to environmental stewardship in the park.

CHEF / KITCHEN MANAGER - Blacktail Mountain Ski Area – Lakeside, MT

November 2025 – April 2026 (Seasonal)

- Manage dual-outlet kitchen operations during peak ski season, handling labor budgeting, purchasing, and menu execution.
- Troubleshoot in real time to achieve labor targets while maintaining quality and speed in a high-volume mountain setting.
- Lead, train and motivate kitchen staff to perform cohesively in a fast-paced seasonal environment.

DINING ROOM MANAGER - Xanterra Parks & Resorts – Many Glacier, MT

July 2025 – October 2025 (Seasonal)

- Supervised 60+ servers and support staff in a remote National Park lodge, driving guest satisfaction through floor coaching and service standards.
- Coordinated with kitchen leadership to ensure prompt delivery and uphold quality in a high-turnover seasonal workforce.
- Organized banquets and private events, managing all coordination from menu choices to seating.

BARTENDER - Mallory Hill Country Club – The Villages, FL

October 2021 – July 2025

- Served a large and diverse membership in a fast-paced country club bar, crafting cocktails while keeping beverage quality.
- Enforced health and safety regulations, keeping bar area clean and organized.
- Trained new bartenders on drink preparation techniques, customer service standards, and POS system operation.

OWNER / OPERATOR - Inside Job Cleaning Services – The Villages, FL

May 2020 – February 2023

- Managed all business operations: bookkeeping, marketing, scheduling and client relations.
- Maintained inventory and supply chain, ensuring efficient service delivery.
- Resolved client issues promptly, building a reputation for reliability and professionalism.

SUPERVISOR / SERVER - City Fire American Oven & Bar – The Villages, FL

October 2018 – April 2020

- Led closing procedures, including cash balancing, nightly deposits and facility security.
- Delivered memorable guest experiences by modeling high service standards and coaching team members.
- Assisted with inventory control, portion management and ordering to minimize waste.

RESTAURANT MANAGER - Xanterra Parks & Resorts – Many Glacier, MT

May 2018 – October 2018 (Seasonal)

- Directed all F&B operations within budgeted guidelines, achieving seasonal KPIs and sales targets.
- Fostered open communications and an ownership culture, resulting in dedicated team motivation and low turnover for a seasonal workforce.

RESTAURANT MANAGER - Legacy Restaurant Group – The Villages, FL

January 2017 – April 2018

- Improved financial performance by analyzing variances, implementing corrective actions and increasing average check through service and menu strategies.
- Controlled purchases and inventory by reviewing usage reports and adjusting ordering practices.
- Established policies and standard operating procedures to maintain quality, productivity and service standards.

RESTAURANT MANAGER - Xanterra Parks & Resorts – Furnace Creek, CA

October 2015 – January 2017

- Oversaw front and back of the house operations of 40+ in a remote desert resort, ensuring compliance with company policies and food safety regulations.
- Administered payroll, created schedules and consistently exceeded sales targets while maintaining cost controls and low employee turnover.

BAR MANAGER - Xanterra Parks & Resorts – Lake McDonald, MT

June 2015 – October 2015 (Seasonal)

- Led bar operations in a historic Glacier National Park lodge, managing inventory, scheduling and customer service.
- Trained and mentored a team of eight bartenders on drink preparation techniques, customer service skills, and upselling strategies.
- Conducted regular performance evaluations for bar staff, providing coaching to build a cohesive seasonal team.

F&B ASSISTANT MANAGER - Mid-Pacific Country Club – Kailua, HI

October 2012 – May 2015

- Coached and developed hourly and supervisory staff through structured training programs.
- Collaborated with office staff to ensure seamless club operations.
- Maintained high service standards for members and guests in a private club environment.

EDUCATION

BACHELOR OF ARTS IN FOOD & BEVERAGE MANAGEMENT

Art Institute of Las Vegas – Las Vegas, NV

ASSOCIATE OF ARTS IN BUSINESS MANAGEMENT

University of Nevada, Las Vegas – Las Vegas, NV

REFERENCES AND REFERRALS AVAILABLE UPON REQUEST