

## Derek Parent

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### Hospitality Operations Executive

Dynamic and business-focused professional, offering broad achievements and expertise in the management of food and beverage operations. Ability to identify and capitalize on opportunities and create new plans to improve exposure. Consistently exceeds goals and expectations and excels during any challenges or conflicts. Maximizes the performance of teams and maintains continual compliance with practices and regulations.

- *Influential Leadership & Motivation*
- *Customer Satisfaction Enhancement*
- *Process Reengineering & Analysis*
- *Cost Control & Budget Coordination*
- *Employee Training and Development*
- *Front and Back-of-House Activities*
- *Inventory, Safety, & Quality Control*
- *Communication & Interpersonal Skill*
- *Skilled in the usage of PC Systems*

### PROFESSIONAL EXPERIENCE

#### General Manager Shore Club Chicago

Oct 2019 - Present  
Chicago, IL

Responsible for management of a one million/month revenue operation located on North Avenue Beach. The operation consisted of a "Mykonos" style beach club, along with an indoor/outdoor restaurant. Total dining occupancy for Shore Club sits at approximately 850, which is filled to capacity regularly.

- Lead management teams of the restaurant, and bottle service beach club
- Responsible for hiring, training and termination of seasonal employees
- Increase sales YOY by 5%, and increased online review scores by nearly ½ point on multiple platforms

#### Vice President of Operations Agimat Hospitality Group

Oct 2019 - Present  
Chicago, IL

Responsible for development of revenue growth plan for AHG, which includes hotels, country clubs, and restaurants. Complete redesign of Standard Operating Procedures for all management and hourly associates. Develop long term agreements with new partners, and renewal of existing contracts.

- Created restaurant revenue development plan with projected % YOY growth
- Development of new restaurant concepts
- Assist the CEO in opening of new markets (Country Club and Hotels)

#### Clubhouse Manager Tara Golf and Country Club

Oct 2018 - Oct 2019  
Bradenton, FL

Managed daily operation of front and back of house for the food and beverage department, handled all resident/member event sales, booked all outside sales events, developed membership development plans, executed all banquets for food and beverage, and managed facilities maintenance. Responsible for development and training for employees and management.

- Maintained a 96% F&B approval rate or above
- Met and exceeded all outside sales goals
- Met and exceeded all inside sales goals
- Trained and developed staff within multiple departments
- Hired and on-boarded multiple salaried managers and seasonal/full time hourly associates
- Reduced labor and expense costs by a total of 5% YOY

**Director of Food and Beverage**  
Billy Casper Golf - The Meadows Country Club

Oct 2016 - Oct 2018  
Sarasota, FL

Create systems and standard for training and operations for the largest private club in the Billy Casper Golf portfolio. Managed the talent acquisition initiatives for the restaurants; screened, interviewed, hired, developed, and retained top talent, developed / delivered effective training programs, and administered disciplinary action. Delivered influential leadership to 40+ employees and fostered a positive work environment to drive morale.

- Achieved a \$150,000 net operating revenue increase in first calendar year vs prior
- In first calendar year, created a 15% increase in member satisfaction in annual survey
- Lowered both food and liq/wine/beer cost by 2% or more in each category
- Minimized overspending in operating expenses by more than \$80,000 in my first year

**Director of Food and Beverage/Task Force General Manager**  
Remington Hotels

Nov 2014 - Oct 2016  
Tampa, Florida & Virginia Beach, Virginia

Direct the day-to-day food and beverage operations, including restaurants, banquets, bars, sales/catering, housekeeping, engineering, and rooms division; maintain operational excellence and seamlessly execute practices to achieve maximum profitability and performance. Provide influential leadership and coaching to 80 employees and facilitates training programs for personnel.

- Achieved a \$100,000 increase in revenue YOY, realized a \$15,000 reduction in vendor expenses, and minimized payroll / labor costs by \$8,000; led the company to securing major contracts and renewals
- Broke the regional record for most improved guest survey score vs. previous quarter; exceeded goals
- Manage and maintain a \$100,000 budget; control/contain costs and eliminate unnecessary expenses
- Influence new process improvements and develop comprehensive action plans to initiate positive change; analyzes internal practices, identify areas of opportunity, and develops innovative strategies

**Multi-Outlet Manager**  
Seminole Hard Rock Hotel and Casino

June 2013 - Nov 2014  
Tampa, Florida

Developed and implemented new standard operating procedures for multiple food outlets to achieve excellence in service and enhance performance and profitability; oversaw the operations of multiple food outlets and influenced process improvements. Supervised, coached, mentored and evaluated 100 employees.

- Maintained the *Four Diamond Service* throughout the facility and achieved a significant improvement in service levels by holding employees accountable and implementing and enforced strict standards
- Managed the financial operations of the outlets, including revenue and labor costs and cost of goods; maintained the budget, controlled and contained costs, and successfully negotiated contracts

**Director of Food and Beverage**  
ClubCorp (Woodside Plantation / Hunter's Green)

Feb 2011 - June 2013  
Aiken, South Carolina

Managed the talent acquisition initiatives for the restaurants; screened, interviewed, hired, developed, and retained top talent, developed / delivered effective training programs, and administered disciplinary action. Delivered influential leadership to 30+ employees and fostered a positive work environment to drive morale.

- **Challenge:** Achieve a complete turnaround of a failing department which hadn't turned a profit in over 5 years. **Action:** Developed new team training programs, influenced process improvements, and evaluated budgets to uncover opportunities for control. **Result:** Led the operation to ranking as the top producing food and beverage department in the region and awarded *Manager of the Year* honor

- Achieved a 3% reduction in cost of goods within the first 12 months and effectively managed and maintained a \$100,000 budget; successfully negotiated contracts with vendors to minimize key costs
- Oversaw a la carte dining, banquets, snack shops, and off-site parties; achieved continual excellence in service, consistently surpassed company / customer expectations, and built top-performing teams

**General Manager**  
Fuji Sushi Bar and Grill

Jan 2009 - Feb 2011  
Mount Pleasant, South Carolina

Supervised the daily operations of the restaurant; managed human resources, talent acquisition, inventory, financial activities, inventory control, compliance, marketing, training, and business development. Developed and implemented innovative marketing campaigns which increased exposure and drove revenues for launch.

- Designed and developed a new menu which improved revenues and broadened the restaurant's target market; recognized in the *Best of Charleston* (Best Sushi Category) and surpassed direct goals
- Provided influential leadership, coaching, and mentorship to 20 employees and facilitated training programs to maximize the potential of teams; planned and coordinated workflow and delegate tasks

**Manager / Bartender / Server**  
Carrabba's Italian Grill

June 2005 - Jan 2009  
Columbia and Mount Pleasant, South Carolina

Coordinated the daily operations of the restaurant and created a positive experience for guests to drive repeat business and maximize revenues; optimized satisfaction. Prepared and mixed drinks for guests and executed serving operations; greeted all guests, introduced menu items, accepted orders, and up-sold items.

- Consistently ranked as the Top Wine Selling Associate and broke company records by becoming the youngest associate to be promoted to manager in the region; consistently surpassed company goals
- Selected to serve as a member of the Regional Training Team for new store openings and for the underperforming stores; developed and delivered effective training programs to drive performance
- Supervised, coached, mentored, and evaluated 60+ employees and facilitated training programs to maximize the potential of teams; fostered a positive work environment and delegated daily activities

## **EDUCATION and CREDENTIALS**

ServSafe Certification / Professional Development Training Program | TIPS (Training for Intervention Procedures) Certification and Training Program | Business Administration: Hospitality and Tourism, Columbia Southern University

