

Thiana Anderson

Contact

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Education

THE CULINARY INSTITUTE OF AMERICA

Bachelor of Business Administration, Food Business Management, *cum laude*
2016
Associate in Occupational Studies, Culinary Arts
2015

ROCHESTER INSTITUTE OF TECHNOLOGY

Bachelor of Fine Arts, Professional Photographic Illustration - Advertising
2011

Professional Summary

Results-driven hospitality professional with a passion for excellence. An accomplished Food & Beverage (F&B) Operations Manager with 10 years' experience in the food industry with in-depth knowledge of best practices for F&B management. My experience spans across luxury hospitality management, food and beverage, and creating an exceptional guest dining experience.

Experience

THE WATERGATE HOTEL – Washington, DC

Food & Beverage Operations Manager, September 2019 – January 2025

- Authored new Standard Operating Procedures for all F&B reducing error rates and improving organization and consistency by 20%.
- Scheduled managers in all outlets and filled in for opening and closing outlets when necessary.
- Managed and approved associates' timecards; calculated and approved weekly service charges and gratuities.
- Streamlined the tracking of liquor invoices improving end of month inventory.
- Forecasted weekly reservations for each outlet.
- Directed staff in each outlet and performed audit checks when necessary.
- Negotiated Banquet Event Orders with private dining guests and orchestrated elements for events such as creating reservations in OpenTable, and personalizing menus.
- Facilitated special needs of guests' reservations at restaurants and hotel for F&B Department i.e. order cakes and/or flowers for Birthdays/Anniversaries.
- Designed and updated menus for all Food and Beverage (F&B) outlets improving readability and decreasing number of guests inquires.
- Functioned as the liaison between Public Relations firm, the Director of Sales and Marketing, Executive Chef and media contacts.
- Photographed plated food and special set-ups for digital marketing platforms.
- Maintained OpenTable (ex. availability set up and changes, floor plan layout, reservation reports, menu updates, take and maintain reservations).
- Created and maintained filing systems and forms in order to operate efficiently as a department (i.e. training manuals, special events, uniform issue etc.).
- Programmed all of MICROS for all outlet POS systems.
- Facilitated and coordinated all aspects for the reopening of the outlets - Top of Gate and The Next Whiskey Bar in 2020 after COVID-19 closure, and the reopening of the Kingbird Restaurant 2021.
- Facilitated the reopening of The Watergate Hotel guest rooms in 2020.
- Manager of the 2nd Quarter, 2023
- Employee Event Committee

Key Skills

- Planning, Budgeting, & Forecasting
- Inventory Management
- Guest Experience & Satisfaction
- Strategic Thinking
- Financial Analysis
- Problem Solving
- Communication
- Fine Dining Training
- Employee Learning & Development
- Standard Operating Procedures (Training Manuals)
- Adobe Creative Suite

Certifications

ABRA
Manager's License
2026

TiPS
2026

Adobe Graphic Designer

Experience Continued

DISTRICT DOUGHNUT – Washington, DC

Bakery Operations Manager, October 2018 – July 2019

Strategized and managed efficient, cost-effective operations of two kitchens serving four locations. Hired, trained, managed, and coached staff. Forecasted supply needs and sales, calculated food cost for each doughnut, oversaw production, and collaborated with executive chef and production team members on quality, compliance, and problem solving. Coached staff on food presentation and customer service. Decreased costs through recommending alternatives and cost efficiencies while sustaining food quality.

- Hired to address long-standing employee performance issues; instituted best practices, established open communication, shifted the culture, and improved compliance, productivity, and employee retention.
- Improved operations efficiency, enabling product delivery change from 10 AM to 7 AM daily.
- Reorganized all supply rooms, improving inventory tracking and ease of access.
- Built a quality, productive employee team through improving stringency of hiring practices, providing more advancement opportunities, and assessing strengths and weaknesses of current employees.
- Restructured employee scheduling, eliminating inconsistency and overtime, and implemented employee cross-training and incentive program to facilitate more efficient operations.
- Collaborated with CFP and Operations Analyst on forecasting, resulting in decreasing waste and ingredients costs.
- Contributed toward earning the Washingtonian Award.

FELIDIA – New York, NY

Assistant Manager, December 2016 – September 2017

Oversaw all day-to-day employee performance to ensure quality service and guest satisfaction.

- Carried out pre-shift briefings with employees.
- Assessed dining room flow of service.
- Redesigned menus, improving readability and decreasing number of guests inquires.

THE CULINARY INSTITUTE OF AMERICA – Hyde Park, NY

Student Employee, Restaurants, 2016

- Performed in roles of Assistant Manager, Server, and Lead Runner, for Bocuse Restaurant, American Bounty Restaurant, and the Tavern, assessing dining room flow of service, and providing excellent customer service.

Resident Assistant, 2016

- Developed and led student programs, and selected, trained, and evaluated performance of new RAs.

Layout Editor, La Papillote, 2014-2016

- Designed the layout of the institute's student run newspaper.