

JESSE BARBER

FOOD & BEVERAGE OPERATIONS MANAGER

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EXECUTIVE METRICS

10+

YEARS LEADERSHIP

80+

TEAM MEMBERS LED

2,500+

DAILY TRANSACTIONS

24/7

MULTI-VENUE OPS

\$500K

SURGE REVENUE

82.1

TEAM SATISFACTION SCORE

CORE COMPETENCIES

- ◆ 24/7 Multi-Concept Operations
- ◆ Team Leadership & Succession
- ◆ Inventory & Vendor Management
- ◆ Hiring, Coaching & Performance Management
- ◆ Change & Project Execution
- ◆ Cash Controls
- ◆ Process Improvement
- ◆ Workforce Planning & Scheduling
- ◆ Sales, Labor & Cost Control
- ◆ Guest Service & Recovery
- ◆ Food Safety & Compliance
- ◆ Operational Analytics
- ◆ Cross-Functional Communication

PROFESSIONAL SUMMARY

High-volume hospitality operations leader with 10+ years of progressive management experience across casino food and beverage and grocery retail. Promoted from Supervisor to Assistant Manager to Marketplace Manager at Jamul Casino. Leads 24/7, multi-concept operations supporting 2,500+ daily guest transactions, 80+ team members, and nine frontline leaders. Known for workforce planning, service recovery, labor and inventory control, leadership development, cross-functional execution, and calm decision-making during high-pressure operations.

SELECTED LEADERSHIP IMPACT

- Led the frontline response during a five-day demand surge that generated \$500K in sales, coordinating staffing, emergency sourcing, cross-department support, and production priorities to keep venues operating.
- Exceeded a 2026 Team satisfaction target with an 82.1 score against an 81.1 goal through leadership visibility, coaching, accountability, and operational follow-through.
- Partner with executive leadership, culinary, marketing, design, IT, surveillance, and security on remodel planning, guest-flow improvements, menu and upsell strategy, POS/KDS enhancements, and operational risk reduction.

"Exceptional hospitality begins with empowered teams, disciplined operations, and a relentless commitment to the guest experience."

PROFESSIONAL EXPERIENCE

Jamul Casino

Jamul, CA

Marketplace Manager, Food & Beverage

May 2024 - Present

- Lead 24/7 multi-concept Marketplace operations spanning burgers, coffee, taqueria, pizzeria, retail, and guest service, supporting 2,500+ daily guest transactions across high-volume concepts.
- Direct 80+ hourly team members and nine frontline leaders Indirect 617+ team members; own workforce planning, scheduling, shift bids, hiring, onboarding, coaching, attendance, performance management, and succession development.
- Manage sales, labor, food and retail cost, inventory, vendor coordination, cash controls, service standards, food safety, and regulatory compliance.
- Use Tableau, Stratton Warren, Agilysys/Micros, Kronos, and related systems to analyze performance, manage inventory and labor, and support business decisions.

Assistant Food & Beverage Manager

Feb 2023 - May 2024

- Managed daily operations, labor coverage, guest recovery, and leader deployment across a high-volume casino food court.
- Trained and developed supervisors, leads, and frontline staff in guest service, conflict resolution, food handling, cash controls, and product knowledge.
- Conducted venue inspections and audits to maintain compliance with health codes, alcohol-service requirements, safety standards, and company procedures.
- Investigated complaints and service breakdowns, identified root causes, and implemented corrective actions.
- Maintained product, supply, and equipment readiness through inventory oversight, vendor follow-up, maintenance coordination, and interdepartmental communication.

JESSE BARBER

FOOD & BEVERAGE OPERATIONS
MANAGER

TECHNICAL SKILLS

- ▶ Agilysys/Micros POS
- ▶ Stratton Warren
- ▶ Tableau
- ▶ Kronos
- ▶ Amadeus
- ▶ Microsoft Office & Outlook
- ▶ Inventory, Scheduling & Reporting Systems

EDUCATION & TRAINING

Steele Canyon High School

High School Diploma

San Diego Mesa College

Retail Management Coursework

TIPS Training

Alcohol Service and Intoxication Prevention, 2022

PROFESSIONAL EXPERIENCE *(continued)*

Jamul Casino

Jamul, CA

Food & Beverage Supervisor

Oct 2021 – Feb 2023

- Supervised high-volume shifts, assigned labor, coordinated breaks, and maintained service through peak periods and overnight operations.
- Coached employees on service standards, communication, food safety, cash handling, and POS procedures.
- Monitored inventory, equipment condition, cleanliness, merchandising, and operational readiness; escalated and resolved issues before service impact.
- Supported hiring, onboarding, disciplinary documentation, and performance feedback; promoted to Assistant Food & Beverage Manager in 16 months.

EARLIER MANAGEMENT EXPERIENCE

Ralphs / Kroger

San Diego County, CA

Grocery Manager

Aug 2018 – Sep 2021

- Managed 70+ employees across grocery operations, including scheduling, labor deployment, training, performance, attendance, and daily execution.
- Reviewed sales, financial statements, labor, in-stock, shrink, and productivity data to set priorities and improve profitability.
- Owned inventory accuracy, ordering, vendor communication, merchandising, pricing, freshness, and department standards.
- Used Kronos, ISO, and scan/data systems to balance labor, maintain stock levels, and support operational decisions.
- Conducted department walks and corrected cleanliness, availability, merchandising, and customer-service gaps.
- Developed staff through coaching, feedback, and clear accountability while strengthening collaboration across departments.

Sales Manager

Jul 2016 – Aug 2018

- Developed and executed strategies to improve customer service, sales, merchandising, and profitability.
- Prepared schedules, maintained timekeeping records, assigned work, and adjusted staffing to business demand.
- Managed customer relationships and resolved escalated concerns quickly and professionally.
- Maintained inventory records, correct pricing, and product presentation; partnered across departments to improve execution.
- Coached team members and established consistent performance expectations.