SYDNEY SEVIGNY

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EDUCATION

Colorado State University
B.S., Hospitality & Event Management
Business Minor
Expected: December 2026

CERTIFICATIONS

- ServSafe Manager
- TIPS Certified
- Food & Beverage Service Training
- Texas Roadhouse Service with H.E.A.R.T.

CORE SKILLS

- Team Leadership & Training
- Guest Experience & Recovery
- F&B Operations
- Cash Handling & Sales Reporting
- Local & Community Marketing
- Relationship Building
- POS / MICROS Systems
- Event Coordination

PROFESSIONAL SUMMARY

Hospitality professional completing a Hospitality & Event Management degree (Business minor) at Colorado State University, with 5+ years of food & beverage experience spanning restaurant leadership and upscale hotel/resort service. Experience as a Key Manager and Local Store Marketer built operational, training, and community relationship-building skills; current service experience at Omni Hotels & Resorts adds a polished, guest-focused hotel perspective. Seeking to grow into hospitality management, F&B leadership, or hospitality sales/event roles.

LEADERSHIP EXPERIENCE

Key Manager, Texas Roadhouse

Fort Collins, CO | 2025 – 2026

- Opened and managed daily store operations as a Front of House Key Manager, overseeing cash handling, roster reporting, and manager log review to ensure the restaurant was ready for service.
- Reviewed end-of-day server reports, evaluating sales and upsell performance to support daily business decisions alongside a rotating team of Front and Back of House managers.
- Led structured check-ins with each new hire class during their five-day training period, reinforcing core values and confirming retention of daily training material.
- Served as a lead Day One trainer, introducing new servers to Service with H.E.A.R.T. standards, menu knowledge, and guest greeting protocols in a supportive, low-pressure setting.
- Supported bar operations during high-volume periods, stepping in to greet and assist bar guests as needed.

Local Store Marketer, Texas Roadhouse

Fort Collins, CO | 2024 – 2026

- Built and maintained in-person relationships with local businesses, including dental offices, schools, automotive shops, apartment complexes, and hotels, through monthly visits and documented outreach notes.
- Distributed bread samples and complimentary appetizer coupons to community partners as an incentive to drive new guest visits.
- Secured and supported school fundraiser nights, coordinating logistics and representing the restaurant at community events.
- Reinforced guest retention by connecting community outreach to in-restaurant service, recognizing and reengaging familiar guests during table visits.

FOOD & BEVERAGE EXPERIENCE

Breakfast & Brunch Server, The Camper (Omni Hotels & Resorts, Interlocken)

Broomfield, CO | June 2026 – Present

- Deliver breakfast and brunch food & beverage service within an upscale resort environment, managing 6–10 tables during peak periods.
- Prepare espresso-based beverages and specialty cocktails, including lattes, cappuccinos, Bloody Marys, espresso martinis, and margaritas.
- Coordinate with kitchen and front-of-house teams using MICROS POS systems to deliver an attentive, polished guest experience for hotel guests.

Server & Certified Server Trainer, Texas Roadhouse

Fort Collins, CO → Arvada, CO | Aug 2023 – Present

- Deliver full-service hospitality in a high-volume restaurant, managing multiple tables while maintaining service accuracy and consistent upselling standards.
- Train new servers as a Certified Server Trainer on menu knowledge, steak temperatures, and Service with H.E.A.R.T. guest engagement standards.
- Resolve guest concerns and support service recovery, communicating across servers, kitchen, bar, and management to maintain smooth service flow.