

Marco Rivera
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To: Royal Hawaiian Laguna Beach Team

I was excited to visit many times your prestigious establishment and enjoy the quality of your meals and refreshments. Speaking with your team I showed my interest in becoming part of the Royal Hawaiian family. With my background in current operations management and a deep commitment to continuous participation in the tropical cocktail ("Tiki") community & private events, I am confident that my skills and experience will be valuable assets to your team.

As a proactive and adaptable leader, I am passionate about driving results and tackling new challenges. I pride myself on being an effective communicator and a dedicated professional, consistently striving to perform at the highest level and deliver exceptional service. My core focus is on customer service, quality and team work to provide an excellent experience for customers and the team.

Currently, I serve as a Fleet Manager at CRST, where I am responsible for managing a very large team of Class-A drivers in the Southern California. I also attended Long Beach Bartending School and have had private bartending venues. I have also attended multiple Tropical/Tiki bars and Tiki events such as Rum Summit and Exotika 3 this year. I am very familiar with the culture and love learning more every time I can. On my past I have also been a restaurant Crew Trainer and worked in the kitchen as well as server where I gained valuable restaurant experience and honed my ability to oversee multiple departments. These experiences have equipped me with the skills necessary for a gratifying position in a tropical restaurant bar such as yours.

I would welcome the opportunity to further discuss how my skills and experiences align with the needs of your team. Thank you for considering my application. I look forward to the possibility of contributing to the continued success of Royal Hawaiian Laguna beach.

You can contact me either at Marcoantonio_87_1@hotmail.com, or by Cellphone: (562)922-3709

Looking forward to be a great team member in your company.

Sincerely,

Marco Rivera

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Objective: Seeking an opportunity to contribute with my restaurant, bartending, logistics management, leadership, customer service and problem-solving experience to a first-class Restaurant Bar company.

Skills:

Bilingual (Spanish), Bartender, Prep, Customer Service, Equipment Operator, Warehousing, Team Player, Delegation, Data Analysis, Empathy, Management, Adaptability, Coaching, Decision Making, Leadership, Team Development, Team Management, Site Start Up and Processes development

Positions Held:

CRST- The Transportation Solution Inc.

08/2023 to Present

-Fleet Manager (The Home Depot Account)

- Oversee dispatch, planning, billing and equipment maintenance departments
- Interview, hire, onboard, train, transfer, discipline and terminate personnel
- Manage a fleet of 40+ Employed Class-A Drivers. focus on customer service, fleet profitability & high utilization
- Act as liaison between customer, drivers and internal departments
- Organize group meetings to set expectations and create plans that focus on goal attainment
- Partner with Operations managers & director to improve and change processes to collaborative make operations decisions

Pacifica Trucks LLC, Carson CA

01/2019 to 08/2023

-Operations Supervisor

- Oversee night operations and terminal decision making
- Manage a fleet of 150 company drivers and owner operators
- Decide on the manning required for the operation and train new hires and ICs in equipment, dispatch systems, and tablets for DOT compliance.
- Create reports for senior leadership for data tracking/progress of operations week-over-week
- Maintain email communication across all departments and with port terminal teams for issue resolution

Previous Restaurant Experience:

McDonalds, Bell CA

2011-2015

-Crew Trainer

- Responsible for training all employees on all areas including, prep, kitchen, register, drive thru and lobby

- Assist the store manager with training, interviews and safe box management.

La Barca Jalisco, South Gate CA

2007-2011

-Server and Kitchen Prep

- Morning early start assist kitchen with prep
- Serve multiple tables and collaborate with waitresses, hostess and busboys to maintain restaurant full, served and organized, focusing on customer service and experience

Education:

- California State University, Dominguez Hills 06/2007 to 06/2011 Carson, CA
 - B.S. Molecular & Cell Biology
- Bartending School 08/2025 to 04/2025 Long Beach CA
 - Focus on Tropical cocktails

Extracurricular Activities:

Hosted and Bartender several private events

Visited over 16 Tiki Bars in the west coast, including Royal Hawaiian

Attended:

Exotikon 3, Los Angeles CA

Aloha Ways, Tustin CA

The Don Of Tiki, Movie Premier, Long Beach CA

Don's Sign Re-lighting ceremony event, Cypress CA

The Rum Summit, Long Beach CA

Attending: Tiki Oasis 2025 , San Diego CA