

Annah Santarosa

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SUMMARY

Club management professional excited to provide excellent service and create memorable experiences for members and guests. Able to lead team members and execute events and daily service. Passionate about environmental sustainability and working with others to achieve personal, professional, and organizational long term goals.

EXPERIENCE

The Tuxedo Club, Tuxedo Park, NY May 2022 — January 2025

Food and Beverage Manager

- Oversaw staff throughout special event setup, service, and breakdown as well as regular à la carte dining service at casual and fine dining locations
- Ensure facilities on property remain safe, clean, and hospitable for members and staff
- Assist management team with monthly inventory, event billing, beverage ordering, and seasonal projects
- Updated the Club's Halfway House to provide more efficient and personable service for members

University of New Hampshire Gourmet Dinner, Durham, NH November 2021

Executive Chef

- Collaborated with event team and Chef de Cuisine to create, test, and finalize a five-course menu
- Co-designed volunteer training manual and created hands-on instruction to ensure service level of 20 volunteers
- Checked every plate to ensure quality of each dish before serving to guests; adjusted preparation of dishes based on feedback

Chevy Chase Club, Chevy Chase, MD May 2021 — August 2021

Food and Beverage Intern

- Actively pivoted between fine dining, casual, cocktail, and food-check service seamlessly providing high standards of hospitality
- Selected to step into supervisor position; oversaw staff of 12 throughout daily food check service, assisted with daily planning and reports, and trained new and current staff
- Engaged in professional development and educational opportunities on service, club management, and food and beverage

Clark's Restaurant, LLC, Durham, NH October 2020 — May 2021

Team Member — Clark's American Bistro and Ciao Trattoria and Wine Bar

- Adapted to roles including hostess, food runner, line cook, and server for two newly opened establishments
- Worked simultaneously in restaurant and Ciao's greeting area preparing and cooking pizzas whilst answering phone calls, greeting guests, and operating the restaurant's POS system for take-out orders
- Demonstrated excellent food and service skills during extremely busy hours and versatility; balanced work role while carrying a full academic course schedule

Riverside Yacht Club, Greenwich, CT May 2020 — August 2020

Food and Beverage Intern

- Spent time serving members in the club's à la carte dining service
- Attended weekly classroom sessions on a variety of topics related to club management and service
- Engaged in and observed discussions regarding club and dining operations during a pandemic

EDUCATION

University of New Hampshire, Durham, NH May 2022

Peter T. Paul College of Business and Economics

BS: Hotel and Hospitality Management & EcoGastronomy, Food Service and Event Management Track; Tourism Minor

Scholarships and Awards:

The Metropolitan Club Foundation Eric Caspers Food & Wine Scholarship, *Recipient* (November 2022)

Connecticut Club Management Association Joseph P. Tonetti Jr. Scholarship, *Recipient* (September 2020)

The Club Foundation Joe Perdue Scholarship National Level, *Recipient* (August 2020)

Certifications:

State of New Hampshire, Alcohol Server

ServSafe – Food Handler, Alcohol

BMI Club Management, *October 2023*

OTHER ACTIVITIES

Metropolitan Chapter CMAA Student Committee, *Member* January 2025 — December 2025