

Troy Neuenburg

General Manager at Sand Bar & Grille

TroyNeuenburg@gmail.com

Summary

Troy is a multicultural entrepreneur with expertise in Customer Relationship Management (CRM), Sales, Recruiting, and the Food and Beverage industry, who brings small business problem solving and business building skills to various projects. Troy also enjoys the challenges of working "on" the business and working "in" the business.

Specialties

Customer Relationship Management (CRM), Recruiting, Sales, Consulting, Customer Relations, Marketing Consulting, Mentoring, Networking.

Experience

General Manager at Sandbar & Grille

May 2011 - Present (4 months)

Customer Relationship Management Advisor at Gator Adventure Productions

December 2010 - May 2011 (6 months)

Strategic consulting and sales strategy development with the higher goal of increasing awareness for crocodilian conservation.

2 recommendations available upon request

AGM at Ocean Club Restaurant and Lounge on Martha's Vineyard

June 2010 - October 2010 (5 months)

As part of the opening team for the Ocean Club, which is a seasonal restaurant, I assisted in interviewing, hiring, training, and developing the opening staff. Developed the Social Media Marketing and CRM strategies and was responsible for the effective daily operations of the business.

1 recommendation available upon request

Owner/Founder at Room and Board Network

June 2004 - May 2009 (5 years)

Room and Board Network is a Hospitality Management Search Firm. Which also provides (CRM) Customer Relationship Management, Nontraditional Marketing, and Social Media Consultation.

The overall goals are to find, attract, and win new customers, nurture and retain those the company already has, entice former customers back into the fold, and reduce the costs of marketing and customer service.

4 recommendations available upon request

General Manager at Simon Kitchen and Bar Hard Rock Hotel

January 2004 - June 2004 (6 months)

Fisically responsible for 180 seat restaurant and bar.

Development of high profile and celebrity clientele.

Generated sales of 50% over previous month to year every month.

Dining Room Captain at Emeril Lagasse's Delmonico Steakhouse

March 1999 - January 2004 (4 years 11 months)

Responsible for training, mentoring and, developing fellow team members.

Responsible for developing restaurant clientele.

Opening staff for Chef Emeril Lagasse.

General Manager at Panini Restaurants

March 1996 - February 1999 (3 years)

General Manager for both restaurants in the company simultaneously.

Responsible for training, mentoring, and developing team members.

Responsible for complete guest satisfaction.

Education

University of Arkansas at Fayetteville

Anthropology, 1990 - 1993

John Brown University

1988 - 1990

Activities and Societies: Rugby Club

Rift Valley Academy

1985 - 1988

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7 people have recommended Troy

"Mr. Neuenburg developed new sales techniques within my company that increased revenue dramatically in a short time. He is goal oriented and has a keen eye for improving efficiency."

— **Tony Pigtain**, was Troy's client

"Troy gave us his time for 3 months. During this time he was able develop new procedures for sales that double revenue at several struggling locations. Troy was able mentor the staff and train them to implement these new procedures with highly sucessful results. We will definately use Troys services again in the future!"

— **Matthew Montegue**, was Troy's client

"What a pleasure it has been to work with Troy launching our new restaurant. Throughout the entire experience Troy proved himself to be extremely dependable, task oriented and a great communicator. I always knew I could count on Troy and that his support and contribution has been instrumental to our success. I would recommend Troy for any position at the AGM level but believe he's more than capable of performing at the General Manager level."

— **Kyle Parker**, *Owner El Guapo's Taqueria / General Manager Ocean Club / Sand Bar and Grille, TP Panacy LTD.*, managed Troy at Ocean Club Restaurant and Lounge on Martha's Vineyard

"Troy has been instrumental in bringing unknown talent into the forefront of developing entertainment concepts. His ability to think quickly and work efficiently in 'connecting the dots' for potential partnerships, branding and creative projects has been well received."

— **Julie Greaux**, was Troy's client

"Troy exemplifies integrity, being of service and excellence in management. He is an accomplished leader and businessman. I would recommend him and his services to anyone."

— **Paul Kotler**, *Workshop Facilitator & Consultant, PHK Consulting*, was with another company when working with Troy at Room and Board Network

"Troy truly understands the connection between internal communication, achieving strategic goals

and organizational development. He's detail oriented and sees the big picture. He's unique in combining this with a broad understanding of organizational vision, development, change, and the connection to prevailing issues. Troy's highly qualified."

— **Elle Gaensslen-Restrepo**, *Residential Investment Properties and Commercial Leasing, Coldwell Banker Premier*, was with another company when working with Troy at Room and Board Network

"Troy is a dedicated and highly regarded Food & Beverage professional. His knowledge, assertiveness, and enthusiasm deem him an effective business partner."

— **Andria Herron**, *Sommelier & Wine Educator, Jordan Vineyard & Winery*, was with another company when working with Troy at Room and Board Network

[Contact Troy on LinkedIn](#)