

## PASTRY CHEF /SERVER

### Summary

My main goal is to ensure that procedures are followed for seating and serving guests. Make sure that all staff act in a way that promotes guest satisfaction and handle any issues or complaints. It will be my pleasure to design and implement training for servers, bussers, hosts, baristas, and bartenders: This training will involve raining on menu items, as well as "shadowing" other servers to learn the restaurant's procedures and standards. additionally, I will work side by side with the kitchen manage rand team to assist with the restaurant's cost controls by helping develop systems to manage product waste, labor costs, and breakage. Also I will oversee the facility upkeep, ensuring that the front of house areas are clean and meet restaurant standards while arranging that repairs are made in a timely manner and I will facilities maintenances needed.

### Highlights

- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Sharp problem solver
- Energetic work attitude
- Inventory control familiarity
- Courteous demeanor
- Top sales performer
- Customer service expert
- Adaptive team player
- Opening/closing procedures

### Accomplishments

#### *Customer Service* Â

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

#### *Customer Assistance* Â

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

#### *Computed Data Reports* Â

- Provided required weekly, monthly and quarterly reports listing sales figures and client track records.

### Experience

#### Pastry Chef/Server

May 2014 to September 2015 Company Name - City , State

Effectively managed and assisted kitchen staff in producing food for banquets, catered events and member dining areas. Consistently produced exceptional menu items that regularly garnered diners' praise.

#### Line Cook

March 2013 to March 2014 Company Name - City , State

Regularly developed new recipes in accordance with consumer tastes, nutritional needs, and budgetary considerations. Provided nutritious, safe, visually appealing, innovative and properly prepared and flavored food.

#### Dishwasher

April 2012 to November 2012 Company Name - City , State

Consistently kept a clean and safe environment by adhering to all federal, state and local sanitation and safety requirements.

Maintained system of control for storage temperatures and proper functioning of kitchen equipment

#### Customer Service Rep

September 2012 to December 2012 Company Name - City , State

Developed highly empathetic client relationships and earned reputation for exceeding sales goals. Achieved high sales percentage with consultative, value-focused customer service approach.

#### Catering Assistant/Server

January 2007 to January 2008 Company Name - City , State

- Accepted payment from customers and made change as necessary. Checked patrons' identification to ensure that they met minimum age requirements for consumption of alcoholic beverages Cleaned bars, work areas, and tables Assisted diners with seating as needed

#### Customer Service Representative

March 2004 to November 2007 Company Name - City , State

- Assigned as point person to plan event logistics for trade show resulting in over \$250,000 in revenue.
- Effectively cross trained in processing freight, vendor relations, administrative support, event set up/break down and logistics planning.

#### Shift Manager

January 2001 to January 2003 Company Name - City , State

- Promoted within 1 month to shift manager supervising 20+ employees.
- Managed daily restaurant operations, created staff schedules, tracked/reviewed inventory, cross trained staff, closed out cash drawer, ran sales reports.
- Volunteer Experience:..
- Southwest Behavioral Health- Provided approximately 50 meals daily for Homeless Outreach Program Completed 16 week training on serving the practical or emotional needs of victims following traumatic events victim's rights, support during the criminal investigation, information and referral to community resources.

#### COMMUNITY KITCHEN STUDENT

Company Name - City , State

- Selected to participate in foodservice training program Developed knife skills Exposure to all aspects of kitchen operations Maintained all food and non-food storage areas including walk in and reach in coolers, walk in freezer, pantry, and paper room Provided on-site catering events Ensured quality control standards Completed Professional Cooking curriculum Properly received food supply and ensured product safety Assisted Chef Instructor with crew supervision and all aspects of production Collaborated with students and instructors to develop menus Learned proper cooking techniques for all Leading Sauces Experienced in all cooking methods Southwest Behavioral Health- Provided approximately 50 meals daily for Homeless Outreach Program

#### Education

Associate of Science Degree : Social Science Studies Administrative Justice Studies , 2012 Mesa Community College - City , State Social Science Studies Administrative Justice Studies

St. Mary's Food Bank Alliance- Community Kitchen

#### Certifications

National Restaurant Association ServSafe Manager Certification Maricopa County Food Handlers Card Adult CPR & First Aid Fire Safety Certification

#### Skills

Administrative Assistant, administrative support, Behavioral Health, Conflict Resolution, Cooking, CPR, Customer Service, special events, First Aid, Goal Setting, Instructor, inventory, Team Development, logistics, Marketing, Excel, Microsoft Office, Payment Processing, quality control, Reporting, restaurant operations, Safety, selling, Sales, sales reports, supervising, supervision, Type, Vendor Relations, Workshops