

RESUME ID# 127

OBJECTIVE

Highly-motivated, dedicated, knowledgeable, and results-driven professional to secure a position with your company as a **Manager, Supervisor, or other key position as applicable** in restaurant and or institutional settings utilizing my extensive skills, training, and experience

SUMMARY OF QUALIFICATIONS

- Over 8 ½ years' experience as a manager in several institutional dining services settings, supervising up to 4 employees and proficient with all aspects of workforce development including interviewing, hiring, scheduling, training/mentoring, delegating work orders, monitoring all work activities for quality, expediency, and proper employee/customer interactions, conducting performance evaluations, implementing disciplinary measures, and terminations
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills
- Excellent organizational and motivational skills, guiding and directing individuals to maximize productivity and their own personal potential
- Experienced analyzing profit and loss statements making adjustments to food service operations as required or necessary to increase profits
- Over 20 years' experience in various positions as a Cook or Line Cook preparing and cooking a wide variety of cuisines for casual dining restaurants and cafeteria-style, institutional, settings
- Experienced with preparing, cooking, and/or serving banquets in hotel and private banquet facility settings, including indoor and outdoor service, ensuring the highest quality service for up to 400 guests
- Experienced managing food operations in a managerial role containing expenses within budget
- Designs and develops menus forecasting for varying seasonal cycles and other customizations
- Strong experience managing back-of-house operations including staff training & development, budgets, food cost, labor control, etc.
- Strong experience with all aspects of food production to inventory control and ordering food and dry stock, negotiating with vendors for best quality and service
- Over 20 years providing excellent customer service in food service, retail, production, and housekeeping, assisting customers with their product/service ordering selections, offering intelligent options customized individual needs, and resolving issues to their complete satisfaction
- Strong communications, detail oriented, math, analytical, and problem-solving skills
- Experienced leveraging technology through computers, Windows, Internet research, and email
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

08/2016 - 01/2018

Housekeeping

Seneca Gaming Corp., Niagara

Falls, NY

- Performed general cleaning throughout the hotel and cleaned up to 14 rooms per shift, making beds, cleaning bathrooms, replacing amenities, sweeping, dusting, mopping, vacuuming, and more
- Completed and submitted Lost and Found incident reports for guests as needed
- Assisted laundry personnel, folding clean linens and towels, and placing items on shelves in the laundry closets throughout the hotel's floors
- Restocked cleaning cart every day with fresh linens and cleaning supplies

09/2011 - 08/2016

Manager / Lead Cook

Nine's Food Service, Amherst, NY

- Responsible for supervising up to 4 kitchen workers in the preparation and cooking of lunches and dinners utilizing an 8-week cycle menu, to serve to approximately 600 children per day, ages kindergarten through 14 years-old, in 1 on-site and 6 off-site centers throughout Northern Erie County
- Delegated orders regarding proper food handling and usage per health department policies, procedures, and other directives
- Responsible for all staffing and workforce development, from interviewing and hiring to implementing disciplinary measures and terminations
- Monitored all workers for compliance with rules and regulations regarding food handling/cooking/storing temperatures
- Ordered and received shipments of food and supplies, negotiating with vendors for credits and or replacements for substandard quality food items, storing all food in coolers and/or freezers, rotating items by date/time stamps

11/2011 - 06/2015

Manager / Youth Counselor

Boys and Girls Club of the

Northtowns, Tonawanda, NY

- Guided, directed, and assisted up to 80 children (up to 300 children during summer months), ages 5 to 14 years old, organizing and supervising sports and other recreational activities
- Oversaw the dinner program, supervising up to for assistants, serving food with high nutritional content every day
- Monitored and maintained children's safety and well-being at all times

10/2010 - 01/2011

Line Cook

The Marriott of Buffalo / Hoolihan's

Restaurant, Amherst, NY

- Prepared and cooked breakfasts to customers' specifications for the hotel's guests and visitors in the restaurant as well as preparing food for room service delivery
- Performed regular inventory control, notifying appropriate personnel to facilitate re-ordering of stock
- Recognized and commended for consistently preparing food for highest quality and consistently completed all meals for serving staff on time, meeting and/or exceeding all patron expectations
- Received shipments of food, beverages, and dry stock, storing items in coolers, freezers, and other storage, rotating perishable stock by date and time
- Trained new kitchen staff per supervisor requests, providing orientation and training for all aspects of the position's duties and responsibilities
- Kept all work areas neat, clean, and sanitized

MILITARY EXPERIENCE

EVAC Medical Specialist, E4, (Honorable Discharge), 1986 - 1991

US Army Reserves, Niagara Falls Airbase, Niagara Falls, NY

EDUCATION, TRAINING & ACHIEVEMENTS

Criminal Justice, (course studies), 1988 - 1992

Niagara County Community College, Sanborn, NY

Diploma, 1986

Lewiston Porter Central High School, Youngstown, NY