

RESUME #133

OBJECTIVE

Highly-motivated, dedicated, knowledgeable, and results-driven professional to secure a position with your organization as a *Manager, Supervisor, or other key position in Sales, Customer Service, or as applicable*, utilizing my extensive skills, training, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 20 years' experience in several managerial roles in the food service industry, including in institutional and mobile settings, supervising up to 20 employees, constantly driving highest quality standards, setting daily initiatives, goals and objectives, and exceeding all corporate and patron expectations
- Proficient with all staffing and workforce development including interviewing, hiring, scheduling, training, delegating work assignments, monitoring work activities for quality, expediency, safety, and proper employee/patron interactions, conducting performance evaluations, implementing disciplinary measures, and terminations
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills
- Utilized as a knowledgeable and trusted resource, the "go-to" person, by management, peers and other personnel, to provide solutions, clarity of thought, sound judgment, and resolving complex issues when others cannot
- Ensures compliance to all food service standards including enforcement of Health Department regulations
- Experienced managing both front-of-the-house and back-of-the-house operations for staff training and development, labor control, and customer service
- Experienced overseeing all business operations in coordination with other management, and frequently directing/scheduling appropriate personnel for procedural modifications accordingly to maintain profitability
- Over 20 years' experience in sales and providing uncompromising highest standards of customer service including assisting customers with their requirements, preferences, and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Strong communications, analytical, and problem-solving skills
- Performs inventory management, determining surpluses and deficiencies and notifying appropriate personnel accordingly
- Familiar with using computers, Windows, Internet research, and email
- Works well independently and/or collaboratively in a team environment

PROFESSIONAL EXPERIENCE

08/03 – 08/15

Food Service Facilitator

Niagara University, Niagara University, NY

- Oversaw campus food operations into dining facilities, supervising up to 20 employees, responsible for directing all activities to ensure highest standards of food service, as well as staffing and workforce development
- Performed comprehensive inventory control, reporting surpluses and deficiencies to upper management, accordingly
- Received shipments of food and dry stock from vendors, negotiating assertively with delivery personnel for credits and/or replacements of substandard quality or damaged products, and directed staff to store items on shelves, coolers, or freezers, rotating perishables by date/time stamps
- Closed out multiple registers at the end of shifts, ensuring balanced drawers, and preparing next-day deposits

EDUCATION, TRAINING & ACHIEVEMENTS

Bachelor of Science, Hospitality Management, 2002

SUNY College at Buffalo, Buffalo, New York

Associate of Applied Science, Hospitality, 1999

Erie Community College, Buffalo, New York

