

# RESUME #380

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## OBJECTIVE

Highly motivated, well-organized, dedicated, and results-driven professional to secure a position with your company as a **Manager, Supervisor, other key role in Operations, Sales, Customer Service, or as applicable**, utilizing my extensive skills, training, expertise, and experience

## SUMMARY OF QUALIFICATIONS

- Over 9 years' experience in a managerial role as the Assistant Restaurant Manager, overseeing all responsible all daily BOH restaurant operations in the absence of the General Manager, guiding, directing, and supervising up to 20 employees per shift with a national restaurant chain, maintaining critical compliance to various corporate SOP as well as Health Department regulations, with an overriding focus on ensuring highest standards of quality and service, consistently meeting and/or exceeding all patron expectations
- Proficient in all aspects of staffing and workforce development, including interviewing, hiring, training, mentoring, scheduling, delegating assignments, monitoring all work activities for quality, expediency, safety, and proper employee/patron interactions, conducting performance evaluations with written reviews, implementing promotions, disciplinary measures, and terminations
- Retains quality personnel through sound Team Building concepts, excellent communications, and respected leadership skills, guiding and directing individuals to maximize productivity and their own personal potential
- Initiates, reviews, revamps, and streamlines existing systems for greater efficiency, productivity, and profitability
- Over 20 years' experience in sales and providing uncompromising highest standards of customer service to both internal and external customers in the restaurant, food & beverage, and shipping & receiving, and warehouse settings, determining requirements, assisting individuals with their product/service preferences and selections, offering intelligent options customized to individual needs, and resolving issues to their complete satisfaction
- Strong communications, analytical, detail-oriented, and problem-solving skills
- Leverages technology to enhance productivity, Windows, POS systems, Internet research, and email
- Utilized as a knowledgeable and respected resource, highly regarded by all levels of management, peers, staff, and patrons/customers, the "go-to" professional, to provide sound judgment, well-informed decision-making, and solutions to complex operations, quality, and patron/customer relations issues through the formulation and implementation of effective strategic action plans when others cannot

## PROFESSIONAL EXPERIENCE

03/12 - Pres. **Baker / Crew Member**

Tim Hortons, Niagara Falls, NY

- Greets customers and receives orders for food and/or beverages, serving orders professionally and courteously, ensuring a positive customer experience
- Operates coffee makers and also brews tea, maintaining adequate supplies at all times
- Operates credit card readers and cash registers, maintaining balanced drawers
- Ensures that all display cases are filled with baked goods for maximum customer appeal
- Bakes muffins, Danishes, croissants, rolls, donuts, breads, etc., on-time or ahead of deadlines
- Prepares soups and other food items, meeting and/or exceeding all corporate and customer expectations
- Assigned to the drive-thru station as scheduled, recognized and commended for expediting customers' orders with minimal delays, and maintaining low drive-thru times
- Sweeps, mops, and sanitizes all kitchen areas, preparation tables, and equipment in accordance with corporate and Health Department regulations

09/07-03/12

***Kitchen Manager / Cook***

Jack's Place, Amherst, NY

- Oversaw all kitchen and BOH operations of the casual-dining restaurant, guiding, directing, and supervising up to 10 kitchen workers to ensure quality and expedite the preparation and cooking of lunches and dinners, primarily comprised of pasta and steak cuisine
- Monitored all employees' activities, conducting performance evaluations, and implementing disciplinary measures, including terminations, as needed
- Prepared and cooked lunches and dinners for up to 100 patrons, as stipulated by the certificate of occupancy, and additionally prepared food for on-site banquets and private parties for up to 200 guests
- Performed regular inventory management, ordering food and other supplies from local vendors, maintaining strong relationship with such vendors, otherwise discontinuing such arrangements based upon quality, pricing, and service, personally placing orders and re-orders of food and supplies as needed or as forecasted to respond to seasonal or cyclical patron demands/surges

**EDUCATION, TRAINING & ACHIEVEMENTS**

***Diploma***

Lewiston Porter High School, Youngstown, NY