

NATALIE L. DOE

915 Main Street
Everywhere, FL 33838
Phone: (555) 555-1234

RESTAURANT/FOOD & BEVERAGE OPERATIONS

"Dedicated hospitality professional offering 15+ years' experience in restaurant positions"

**** Seeking a position as a Server, Food Prep, Assistant Cook, or Caterer with a growing company ****

SUMMARY OF SKILLS

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|----------------------------|---------------------------------|---------------------------------|
| ✦ Kitchen Operations | ✦ Catering & Banquet Assistance | ✦ Quick Service/Dine-In Service |
| ✦ Food Safety & Sanitation | ✦ Food Prep/Nutrition | ✦ Staff Leadership & Training |
| ✦ Meal/Menu Development | ✦ Cash Handling | ✦ Food Equipment Operation |

INTERPERSONAL QUALIFICATIONS

- ✦ Customer Service oriented; interacted with customers to ensure 100% satisfaction with dining experience.
- ✦ Dedicated to extremely high standards of food quality; follows policies and procedures at all times.
- ✦ Eager to learn new cooking skills and accept greater responsibilities; exceptional planning and coordination skills.
- ✦ Good organizational and communication skills; fast learner and work well with others with Managers and staff.

SNAPSHOT OF ACHIEVEMENTS

- ✓ Received a standing ovation from patrons during banquet meeting for exceptional service; group doubled gratuity.
- ✓ Praised for ability to assist in planning and organizing group meals for banquets and a la carte catering.
- ✓ Recognized regularly by Management for exceptional job knowledge, performance, dedication, and dependency.

PROFESSIONAL WORK EXPERIENCE

Conestoga View Nursing & Rehab Center – Lancaster, PA Dietary Aide, Sept. 2014 – Feb. 2016

- ✦ Worked hand-in-hand with dietitians and health care professionals in creating healthy meals for patients according to their nutritional needs. Communicated directly with patients to determine their likes and dislikes to prepare meals in a healthy manner. Assisted in guiding and informing patient's family how to properly follow dietary needs once home. Handled the kitchen stocks and ensured nutritional food was consistently available.

Crab Trap Restaurant – Atlantic City, NJ Server/Hostess, Mar. 2011 – Sept. 2014

- ✦ Greeted and escorted customers to seating area, presented menus, took orders, delivered food and presented check. Responded to customer calls for beverage/condiment refills or additional food orders. Communicated with kitchen staff to ensure the food prepared conformed to specifics of the customer. Cleaned tables and surrounding areas after customers vacated; replaced utensils, restocked condiments. Performed cashiering functions as needed.

Hometown Kitchen – Lancaster, PA Deli Manager, Sept. 2007 – Mar. 2011

- ✦ Managed daily aspects of the Deli department, including: ordering, food preparation, customer service and labor scheduling while managing employees. Oversaw product preparation and cooking for consistency and quality. Trained, coached and motivated staff to maintain a strong sense of service and productivity. Monitored financial goals and consistently operated within budget; screened gross profit, labor productivity, operational expenses, inventory control, net contribution and shrink targets. Maintained the highest levels of sanitation and cleanliness, adhering to all safe food-handling practices at all times.

Town House Restaurant – Lancaster, PA Server/Food Prep, Sept. 2000 – Sept. 2007

- ✦ Welcomed customers, described menu items/daily specials, took orders, relayed to kitchen staff and delivered accurate meals. Replenished drinks and condiments and removed used ware while engaging in casual talk with customers. Set-up, prepped and stocked food stations and assisted in recording monthly food inventory as directed by manager or cook/chef. Completed other duties as needed and/or assigned.

REFERENCES

Available Upon Request