

Oliver Brown
(888) 888-8888
920 Windy Hill Street
Green Bay, WI 30611

Profile

Motivated food service professional specializing in resort hospitality. Proven ability to lead, but above bussing tables. Equipped with a certification as a Certified Restaurant Server with the American Hotel and Lodging Association, several years of experience, and a natural talent for conflict resolution.

Job Experience

Assistant Restaurant Manager, Marriott Resort, Green Bay, WI

July 2020 – Present

- Managing and storing vendors' contracts and invoices
- Overseeing restaurant staff performance, ensuring quality dining
- Coordinate communication between front of the house and back of the house staff
- Sets the example for all other staff for service standards, menu knowledge, wine and beverage education, and overall service excellence
- Monitor compliance with safety and hygiene regulations
- Ensure that all guests feel welcome and are given responsive, friendly, and courteous service at all times

Server, Green Bay Resort, Green Bay, WI

April 2018 – July 2020

- Stepped up to lead server during holidays with extra staff
- Served as many as 10 tables at one time
- Aided customers with food allergies and dietary restrictions in selecting meals
- Averaged 20% tips per paying customers
- Familiarized guests with menu and daily specials, accurately recording food and drink orders

Education

Food Service Management, Associate of Science

Madison Community College, Madison, WI, September 2018 – June 2020

Hospitality and Tourism Management, Certificate

UNIVERSITY OF CENTRAL FLORIDA, Online, September 2020 – November 2020

Key Skills

- Energetic and physically fit
- Professional
- Able to anticipate customers' needs
- Takes initiative to be a team player
- Enthusiastic and outgoing
- Fast learner
- Expert at using Lightspeed POS
- ServSafe-certified

Certifications

- Safe Serve Food Safety Manager 2018
- SafeServ Food Handler 2018