

# OLIVER BROWN

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

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.

## PROFESSIONAL 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

- Employee interviewing and scheduling
- Upselling
- Supply inventory
- Mental math
- Deep knowledge of wines and cocktails
- Strong verbal and written communication skills

## CERTIFICATIONS

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