

Jennifer Smith

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RESUME OBJECTIVE

Food service manager with 15 years of experience seeking ,a position in ,a high-volume fast food restaurant. Qualifications include strong leadership skills, the ability to thrive in hectic environments and Foodservice Management Professional certification.

PROFESSIONAL EXPERIENCE

Assistant Manager

Burger World, Orlando, FL | January 2010 - present

- Count drawers, verify safe contents, create deposits and make bank runs
- Create a weekly schedule based on hourly sales and employee availability
- Prepare burgers, fries, nuggets and onion rings using restaurant equipment
- Implement and monitor safety guidelines to promote employee safety
- Transform frustrated customers into satisfied guests by following company recommendations

Shift Manager

Yummy Nuggets and Fries, Orlando, FL | January 2005 - January 2010

- Counted drawers and assembled deposits for the night manager
- Achieved daily labor and production goals by helping the restaurant cut expenses as needed
- Provided top-notch customer service while taking orders and handling customer complaints
- Launched an employee appreciation program which included weekly and monthly incentives for top crew members

KEY SKILLS

- Dependable
- Efficient
- Calm Under Pressure
- Strong Leadership Qualities
- Excellent Customer Service
- Certified Restaurant Manager

CERTIFICATIONS

- Foodservice Management Professional Certification from the National Restaurant Association Educational Foundation
- ServSafe Certification