

FRED L. SANDERS

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FOOD AND BEVERAGE MANAGEMENT

Experienced professional with a passion for the hotel and food service industry. Proven track record of providing outstanding leadership, customer service and problem solving. Strong commitment to meeting needs of clients and vendors in an energetic and positive manner. Excellent written and verbal communication skills and strong interpersonal abilities used to build teamwork, collaborative environment and customer loyalty. Skilled organizer and planner.

WORK EXPERIENCE

NoMi Restaurant, Chicago, IL January 20xx to Present
Assistant Food and Beverage Manager

- Supervise, schedule, coach, train and recommend continuous quality improvement and corrective action for staff of 20
- Schedule and receive food and beverage deliveries and check delivery contents to verify product quality and quantity
- Monitor budgets and payroll records and review financial transactions to ensure expenditures authorized and budgeted
- Assist in greeting guests, handle reservations and investigate and resolve complaints regarding food quality, service or accommodations to provide exceptional customer service
- Supervise restaurant clean-up and closing to maintain cleanliness, ambiance, and decor
- Serve as liaison to the kitchen staff to ensure clear communication
- Assist in management decision-making as part of the management team

The Lodge, Oak Brook, IL June 20xx to December 20xx
Intern

- Provided leadership and shift training under supervision of Food and Beverage Manager
- Participated in scheduling, forecasting, training and ensuring compliance with federal, state and local laws
- Worked with manager to maintain food and equipment inventories and keep inventory records
- Performed duties of food server, runner, busser and cocktail server

EDUCATION

Harper College, Palatine, IL
Associate in Applied Science, Hospitality Management - Food Service Operations May 20xx

CERTIFICATIONS

National Restaurant Association ManageFirst Certification June 20xx
National Restaurant Association ServSafe Certification June 20xx
State of Illinois Food Service Sanitation Manager Certification (FSSMC) August 20xx

VOLUNTEER EXPERIENCE

Greater Chicago Food Depository, Chicago, IL March 20xx to Present
Volunteer Repacker

- Pack donated food and other products
- Distribute quality food to participating food pantries, soup kitchens and shelters in Cook County