

## FRED L. SANDERS

Palatine, IL 60067

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### FOOD AND BEVERAGE MANAGEMENT

Highly motivated 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

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

20xx to 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

### CERTIFICATION

National Restaurant Association ManageFirst Certification

June 20xx

### VOLUNTEER EXPERIENCE

**Greater Chicago Food Depository**, Chicago, IL

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