

Adam A. Hayes

2109 Middleberry Rd.
Sacramento, CA 95817
Mobile: (509) 230-2326

PROFESSIONAL GOAL

To be part of a motivated and positive team with a focus on sales and or customer service, looking for the opportunity to advance and grow with a company I believe in.

QUALIFICATIONS

Self-motivated and work well in group situations; I thrive in fast-paced environments with a focus on guest connection. I have more than a familiarity with daily operations, a strong retail background, supervisor experience, effective communication skills, and pride in all I do. 20 years in customer relations and food service/retail sales have built a solid foundation of customer service and operations experience.

EDUCATION

2004-2007 School of Business, Eastern Washington University
1999-2002 Business Dept., Spokane Falls Community College (Running Start Student)
1997-2001 High School Diploma, Riverside High School

EMPLOYMENT

2016-2019 Head Bookkeeper, Server, BJ's Brewhouse and Restaurant

As a server I wait on guests in a high volume, fast-paced restaurant with an expansive menu in a large section often balancing 7 to 8 tables. Servers must run food, maintain section supplies, cover large numbers of tables and guests, encourage loyalty membership, upsell whenever possible and complete daily side work and section maintenance duties. Head bookkeeper duties include receiving and processing all invoices, completing chargeback requests, change orders, filing and retention maintenance, and safe and drawer maintenance and reconciliation. I also am responsible for facilitating 100% completion of all logs, server cashouts, paid outs, and office paperwork processing for audit compliance.

2014-2016 Shift Leader, Server, Elephant Bar

As a shift leader I was responsible for both busser and expo schedules and staffing, ensuring guest satisfaction and upholding all standards set by the company. Coaching team members on best practices and closing the restaurant were also regular responsibilities. As a server I strive to set a good example for peers and foster a positive and fun environment for coworkers and guests alike.

2009-2012 Server, Training Lead, Red Robin Inc.

Worked in a fast paced food-service environment with strong emphasis on teamwork, positive attitudes, and guest satisfaction. I was responsible for front of house opening/closing duties, section maintenance, and all other industry standard server duties. Additionally I assisted in training as one of the training leads

2009-2010 Marketing Director, Server, 315 Martinis and Tapas Restaurant

As a full-time employee I was responsible for organizing and executing banquet events from birthdays and corporate meetings to weddings. I organized events for the restaurant to increase revenue such as poker tournaments, fashion shows, and themed nights. I also pioneered a membership card program and their social networking websites.

2007-2009 Server, Banquet Server, 360 Restaurant at Hotel Lusso

I worked as a breakfast server for 360 restaurant and executed 3 to 5 large-scale banquets per week for Hotel Lusso; including weddings, launch parties, board meetings, etc. Self motivated work environment requiring quick creative problem solving and excellent customer service skills.

REFERENCES

Vincent Valenzuela, Human Resources, State of California
Jesse Evans Manager, Red Robin

(916) 606-0846
(208) 704-0175