

Referred by Francisco Zelaya 3/4

Tues 1/16 10:00

Michael J. Chico

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Covina, CA 91722

626-825-0924

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OBJECTIVE

Seeking part time, flexible position specializing in front of house duties in any type of food service environment.

SUMMARY

Twenty years experience in customer service dining environments, including ten years restaurant management. Efficient in all areas of operating a full service-dining environment.

EDUCATION

2004-2005

Tri-Community Adult Education, West Covina, CA 91790

1995-1998

Citrus College, Glendora, CA 91740

1989-1991

Mr. San Antonio College, Walnut, CA 91789

EXPERIENCE

2010-Present

Nordstrom

Manager of café style dining environment, specializing in training and development of staff. Assuring quality standards are met with regards to food service and sanitation. Responsible for 15-20 employees and generating anywhere from \$25,000 to 50,000 a week in sales. Currently working as a "lead server" in the Glendale location due to limited availability as a manager.

2006 – 2009

California Pizza Kitchen

Manager of full service casual dining restaurant, specializing in Quality Assurance with regards to food, service, and sanitation; Sharpened skills for recipe execution and knowledge; Responsible for external marketing and other aspects of identifying sales growth opportunities; Simultaneously managed two store locations, where customer satisfaction reports have measured above average; Management of 50-60 employees and generating \$70,000 average, in food and beverage sales weekly.

2005 – 2006

Boston Market

General Manager of fast casual, mid-volume, traditional restaurant; Responsible for all aspects of restaurant operations, especially weekly inventories and profit performance; Management of 15 employees and generating \$20,000 average, in food sales weekly.

1995-2004

Chili's Grill and Bar

Began my career as a server, bartender, then trainer of a full service, high-volume restaurant; Promoted to manager in late 2000. Became responsible for all aspects of restaurant operations, especially training, food quality, and profitability; Management of over 80 employees and generating \$70,000 on average, in food and beverage sales weekly.

REFERENCES

Available upon request.