

# Denise Michel

2023 80<sup>th</sup> Avenue #4, Oakland, CA 94621| Mobile: (510) 472-7382

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## OBJECTIVE/CAREER GOALS

To obtain a position as *Prep Cook/Line Cook* in the Hospitality industry that utilizes my customer service commitment and culinary skills

## SUMMARY OF QUALIFICATIONS

### General Profile

- ❖ Exceptional customer relations and commitment to customer satisfaction
- ❖ Friendly, highly motivated, productive and able to multi-task
- ❖ Focused, organize and eye for detail
- ❖ Possesses front and back of house experience
- ❖ Outstanding and flexible team member and leader
- ❖ Communication and conflict resolution Skills
- ❖ Knowledge of basic computer skills and POS and Squirrel systems

### Food Services and Hospitality

- ❖ Over five years experience in food & beverage industry
- ❖ Knowledge of making outstanding mixed cocktails and a variety of coffee beverages
- ❖ Ability to explain menu in detail to customers with enthusiasm
- ❖ Proficiency in sanitary food and beverage handling
- ❖ Inventory, stocking and lifting up to 30lbs
- ❖ Solid knowledge of entry-level commercial food preparation

### Customer Service

- ❖ Ability to make sure customers need are met and fulfilled to ensure repeat cliental
- ❖ Experienced in service standard guest relations and etiquette
- ❖ Experienced with sales and reservations
- ❖ Maintain cleanliness of establishment and work stations
- ❖ Ability to handle currency and financial transactions accurately

## RELATED EXPERIENCE

### Culinary Trainee

Saint Vincent de Paul of alameda, Oakland, CA

07/13 to present

- ❖ Demonstrated practice of mise en place in organizing needed ingredients to prepare daily menu. Organize reparation including walk-in refrigerators and frozen storage lockers.
- ❖ Assisted in producing and serving 700 meals daily for SVdP Dining Room; in addition, to other meals for catering, special events and contract menus
- ❖ Safe handling of knives and efficient knife cuts
- ❖ Practiced food (quality and temperature) safety and sanitation standards and monitored kitchen safety.

### Additional Experience

- ❖ Server/Food Prep Global Gourmet Catering, San Francisco, CA 2008-2009
- ❖ Food Prep Nelson Staffing, Hayward , CA 2006-2006
- ❖ Server Party Staff, San Francisco , CA 2006-2006
- ❖ Cocktail Waitress Montage Bar & Grill, San Francisco, CA 2001-2001
- ❖ Cashier/Server Bonita Cafe, Mill Valley , CA 2000-2000
- ❖ Barista Starbucks, San Rafael , CA 1997-1999
- ❖ Hostess/Server Cadillac Bar & Grill, San Francisco , CA 1994-1995

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## EDUCATION/TRAINING

Kitchen of Champions Culinary Training, Oakland

Stride Computer Training

San Francisco Bartending School, San Francisco, CA

Contra Costa College, San Pablo, CA

College of Marin, Kentfield, CA

ServSafe Food Handler Certificate Pending, 2013

Microsoft Training, 2009

Certified Professional Bartender, 2006

Criminal Justice, 2001-2002

Child Psychology & G.S., 1995-1999

## REFERENCES

Available on request