

Willie Gaines

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OBJECTIVE: To obtain a position with the food industry that utilizes my skills and experience.

QUALIFICATIONS:

- ◆ 15 years of experience in industrial food service
- ◆ Dependable, punctual, and hard working
- ◆ Ability to get the job done by employing critical thinking and problem resolution skills
- ◆ Ability to work as part of a team as well as a team leader
- ◆ Willing to work extra hours and stand for long periods of time
- ◆ Positive, friendly and willing attitude

RELEVANT SKILLS & EXPERIENCE

- ◆ Performed opening and closing duties for community kitchens
- ◆ Expertly cleaned and sanitized kitchen, dining and restroom facilities
- ◆ Knowledge of the importance of food quality, food preparation procedures and freshness of ingredients
- ◆ Facilitated meals between prep chefs and cooks so meals were cooked and served in an efficient manner without sacrificing quality
- ◆ Skilled in serving and busing for large groups in a fast pace environments

MANAGEMENT & SUPERVISORY SKILLS

- ◆ Responsible for supervising 15 to 20 employees per shift
- ◆ Provided training for new employees and crew members on the daily operations of the establishment
- ◆ Assisted in the hiring and evaluation of employees
- ◆ Skillfully facilitated conflict resolution between employees to maintain a positive atmosphere
- ◆ Coordinated employee appreciations, outings and events
- ◆ Efficiently ordered and maintained food and restock inventory
- ◆ Provided leadership to new and younger employees

CUSTOMER SERVICE SKILLS

- ◆ Ensured guest to the establishment enjoyed a relaxed comfortable atmosphere
- ◆ Provided friendly service to a diverse group of people.
- ◆ Earned a reputation as a valuable and trustworthy supervisor and co-worker

ACHIEVEMENTS

- ◆ B.A. Degree in Christian Education Patten Bible College
- ◆ Food Handlers Certificate
- ◆ Certificate of completion of the Work Therapy / Job Training Program at St. Anthony's Foundation
- ◆ Certificate of completion of the 2 day Ethical Fitness Seminar

EMPLOYMENT HISTORY

St. Anthony's Foundation	Prep Kitchen Asst.	San Francisco, CA	6 mos.
Union Rescue Mission	Program Coordinator	Los Angeles, CA	3 years
Young Voice Mission	Meal Service Coordinator	Oakland, CA	2 years
Union Rescue Mission	Food Service Dept. Supv.	Los Angeles, CA	2 years
San Diego Rescue Mission	Lead Prep Chief/ Line Server	San Diego, CA	3 years
East Oakland Outreach Min.	Pres. In charge of Operations	Oakland, CA	4 years
East Oakland Outreach Min.	Food Distribution Manager	Oakland, CA	1 year
Richmond Rescue Mission	Food Pantry Volunteer Coord.	Richmond, CA	1 year