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SUMMARY

I have always been in a position where customer service and communication are top priority. My strongest attributes are being able to carry out tasks assigned with urgency, leading in a team environment, multitasking, and doing what it takes to maintain standards.

WORK HISTORY

Lead Cook/Cook Supervisor, Go Kids Inc. ~ July 2013 - Current

Successfully started up, managed, and participated in all areas of the commercial kitchen. I was responsible for establishing the startup kitchen, menu creation, ordering, production and execution, and food cost management. Established working relationships and developed rapport with vendors and landlord Gilroy Gardens. Prepare foods for an average of 650 meals a day, making sure of food safety, product quality, and complete meal nutrition.

Cook, So Delicious Management Company Inc ~ December 2012 – July 2013

Participate in all areas of food preparation and production as well as other kitchen-related opening and closing tasks. Mainly in charge of the deli station but assisted with salad station and garnished for hot line using fry station. I cater sandwiches to an average of 50-75 guests a day on top of lunch line service for dine-in and take-out guests from the restaurant, taking orders, reading tickets and catering orders, all while making sure of food safety and product quality in a very fast paced kitchen. I assisted with menu creation and was in charge of ordering supplies and produce for station daily while keeping costs low.

Server, Met West Terra Hospitality ~ May 2012 – January 2013

Provide excellent customer service and hospitality from in the restaurant by serving large sections (at times as the only server), banquets, and in-room dining. I was in charge of keeping my own bank, fast ticket times, ensuring product quality, guest satisfaction, cleanliness, menu knowledge, and professional appearances. I also was responsible for preparing cocktails and espresso beverages to order.

Floating Sales Associate, Alliance Residential ~ January 2011 – November 2011

Lease upper-end apartment homes and achieve maximum occupancy in an extremely competitive environment. Frequently working alone, I opened and closed the office and was responsible for majority of sales, marketing, customer service/resident retention, and clerical duties including, but not limited to, manage resident requests and issues and relay to maintenance or vendors, tour prospective residents of the community and answer questions with complete knowledge of community and surrounding competition, follow up on and create traffic through posting Craigslist and other online marketing, as well as local neighborhood outreach. I also assisted with accounts receivable and deposits to the bank.

Team Member/Lead Trainer, Jamba Juice ~ March 2010 – January 2011

Serve customers in a fast paced environment. Prepare all smoothies and heated snacks while maintaining company standards and guest satisfaction. In charge of balancing and depositing my own cash drawer, keeping a neat and clean store, with complete opening and closing duties. I also was in charge of training new hires to use machinery and learn recipes and procedures to standard.

Barista/Learning Coach, Starbucks ~ April 2004- May 2007

Serve customers in a high volume, fast paced environment. Prepare hot, cold, and blended beverages while maintaining high company standards with customer satisfaction. Carry out all tasks assigned and interact with many customers on a daily basis. I was certified as a trainer, recruited and trained new employees for all positions.