

Nigel Chambers

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Qualification Profile

Restaurant professional with exceptional hospitality skills and customer care awareness. Expert knowledge of European and American wines and craft beers. Dedicated to providing a professional high standard of service which ensures recurring business while maximizing revenues.

Work History

LifeWorks Restaurant Corporation, Irvine CA
present

July 2013

Dining room manager for Broadcom Technologies, responsible for the day to day supervision of breakfast and lunchtime service which caters to 400 guests daily. Front end staff consist of 18 employee's who serve from 6 different service stations with 3 cashiers. This Fortune 500 Company employs over 7,000 individuals world-wide and requires a diverse and dynamic approach to catering sales.

Charlie Palmer Steak, Reno, NV

June 2009- June 2013

Floor Captain. Supervised four nights a week a floor staff of 12. Ran pre-shift meeting on those days making staff aware of all Hotel events and pars for the day. Relayed all specials and sales goals for the day. Responsible with Sommelier for all wine specials and sales targets.

Schneider Logistics, Lake Tahoe, CA

May 2006 – March 2009

Account executive responsible for managing a book of business, which returned \$1.6 million per annum. Provided full service logistics management. Managed daily load activities through discussion with customers and carriers to ensure superior customer service.

Ciao Restaurant, LLC, Lake Tahoe, CA

June 2003 – April 2006

Lead Server: supervised service nightly, ensuring smooth and efficient flow. Restaurant won Reno/Tahoe Gazette Journal's "Best Wine List," and awarded two stars from the *Wine Spectator* for excellence.

Michael Bros Steak House, Reno, NV**May 2001 – February 2003**

Server in Reno's premier steak house responsible for implementing a sales program and technique of selling wine each month. In 2002, awarded Reno's Best Steak House.

Houlihans , Reno, NV**November 1996 – February 2001**

Bar Supervisor, server trainer, bar trainer. Met with vendors and designed sales techniques for promotional items and established sales targets for bartenders to meet. Responsible for all aspects of bar management including scheduling, stocking, service, and quality control.

Education**University of Nevada, Reno****2000 – 2006**

Studied Business from the Ansari School of business in 2006 with a minor in Psychology and achieved a 3.6 GPA. During my six years as a part time student at UNR I also spent three years coaching the male and female rugby teams.

Southfields Culinary Institute**1986 – 1988**

Leicester, England

Received a 3 year hotel and hospitality management degree, specializing in food and wine service, perfecting business management, marketing and sales techniques. Part of my culinary education was spent in France, following my WSET Program, to study wine making.

References

Laura Sunderman

714-887-7559

Professional Reference

Brian Staaleson

775-813-2635

Professional Reference

Frank Clulow

603-823-8187

Personal Reference