

Samantha Snyder

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Objective

Seeking a position with a company which will require me to utilize my skills, abilities and ten years of experience in the food service field to ensure the company's success.

Summary

I am a mature, responsible, reliable and cheerful person. A highly motivated professional with superb skills in guest service, relationship-building, promotion and management.

Experience

General Manager, Togo's River Hill

San Jose, Ca. — 2010-2014

Overall responsibility for the operation of the business. Responsible for monitoring performance/ guest service of employees. Ensure compliance with standards for customer relations, food cost, safety, sanitation, and product preparation.

Duties

- Manage staff, prepare work schedule, assign daily duties.
- Determine staffing needs, and interview, hire, and train new employees.
- Count money, make bank deposits, and enter numbers in spreadsheet.
- Schedule and receive food and beverage deliveries, checking content to verify product quality and quantity.
- Resolve complaints regarding food quality, service, and accommodations.

Shift Supervisor, Togo's Vista Park

San Jose, Ca. — 2013-2014

Set good examples for the team so they will follow all food and safety procedures. Responsible for guiding the crew in the right direction, helping with guest complaints and rectifying them in a timely manner. Delegating responsibilities among team members.

Duties

- Training employees and following closing procedures/ including register balances and numbers in spreadsheet.
- Accept payments from guests, and make change as needed.
- Clean and organize eating, service, and kitchen areas/ including dishes.

Crew Member, Togo's Santa Clara

Santa Clara, Ca. — 2004-2010

Responsibilities included excellent guest service and curtesy. To provide quality products and services while maintaining a safe and clean environment to ensure one hundred percent satisfaction. Also to have highly efficient communication skills.

Duties

- Prepare food for rush/ measure ingredients accurately for recipes.
- Take phone orders, read food order slips or receive verbal instructions from patrons, and prepare food accordingly.
- Clean, stock, and restock workstations and merchandise racks.

Education

Wilson High School

High School Diploma — 2007

General Studies with extra credit for work experience. Graduated with a grade point average of 3.0.

ServSafe

California Food Handler Certificate — 2010-2018

Food Safety

Skills

- Willingness to learn new things with enthusiasm.
- Team player who works better under pressure and can influence co-worker in a positive manner.
- Great time management skills with understanding on how important being on time is to ensure a smooth shift.
- Upbeat, outgoing, and positive personality with clear communication skills.

References

Sarah Maxie (408) 249-4723

Cory Hall (408) 224-5848

Benito Valdez (408) 748-4089