

Gene Lesman

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Restaurant

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A Passion for
Excellent Customer Experiences

Skills & Expertise

Front of House

- Strong Leadership Skills
 - Organizational Skills
 - Over The Top Customer Service
 - Detailed Oriented
 - Micromarketing
 - Planned, organized and managed
 - Banquets
 - Catering
 - Special Events
 - Networking / Business Relationship Building
 - Customer / Guest Relations and Retention
- Effective Communications
 - Team Player / Leader
 - Problem Resolution
 - Planning and Promoting Special Events
 - Networking
 - Host / Greeter / Cashier
 - Dishwasher / Busser / Server
 - Marketing / Micromarketing
 - Designed Special Offers and Up-sales
 - Recruiting and Business Building

Work Experience

2014 to Present – First Class Workforce Solutions

- A leading staffing provider of staffing & management solutions in food service & hospitality.
- Work at high profile events, providing food & bar service to clients

2013 to Present – The Rib Trader Restaurant, Home of Merlin's Magic & Comedy Dinner Theater

- Design, develop & implement strategic marketing campaigns to increase market share
- From conception to completion, work, manage & coordinate all aspects of special events
- Create new & recurring events for corporations, business networking groups & social groups
- Implement new procedures for up-sales in banquet, catering & magic shows

2010 to 2012 – Ansafone

- Customer Service Representative, Phone Answering Service
- Lead Generation, Patient Advocate, Order Taker.

Education, Certifications & Training

California State University, Long Beach

Bachelor of Science, Business Administration / Marketing

ServSafe

Certified Instructor & Proctor – Food Handler Safety & Food Protection Manager
Certified – Alcohol Safety (Also TIPS Certified)
Certified – Food Protection Manager

Cannon eInstitute

MicroMarketing & Relationship Building