

# Michael Dalgleish

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## PROFESSIONAL PROFILE

A dynamic result-oriented leader with a strong work ethic and passion for exceeding expectations in a fast paced high volume restaurant. A former student of management exposed to the successful hospitality of Walt Disney World with Levy certification as a trained manager. Recognized by team members at all levels as a leader willing to go above and beyond to provide exceptional guest service at all times. Areas of expertise include:

*Leadership - Team Building - Effective listening and communication skills - Dedication - Accountability  
Customer Service - Guest Relations - Punctuality - Commitment - Knowledge of Product/Company/Industry*

## EDUCATION

**Yavapai College - Prescott, AZ United States**

- Completed coursework towards Bachelor's Degree in Hotel and Restaurant Management, December 2008

**Antelope Valley College - Lancaster, CA United States**

- Completed coursework towards Associates Degree in Business Administration, May 2006

## PROFESSIONAL EXPERIENCE

**Levy Restaurants - Wolfgang Puck Grand Café and Fine Dining Room - Lake Buena Vista, FL United States**

**Lead Server/Supervisor/Trainer May 2011 - Present**

- Supervisor - Lead, organize, and participate in all front of house operations to ensure quality service.
- Lead Server - Promote teamwork and lead by example while providing excellent guest service.
- Trainer - Prepare new hires with the proper training to succeed and experience the "Levy Difference".

**T-REX - Lake Buena Vista, FL United States**

**Host/Server Assistant June 2010 - April 2011**

- Host - Responsible for reservations/walk-ins/accurate wait times/first and last guest impression.
- Server Assistant - Clearing and resetting tables. Engage in any necessary functions that keep the restaurant running.

**Walt Disney World - Lake Buena Vista, FL United States**

**Disney College Program Internship January 2009 - August 2009**

- Dispatch Valet and Baggage Services at Disney's Grand Floridian Resort and Spa.
- Run the host stand at the ESPN Club at Disney's Boardwalk Resort.

**Wells Fargo Bank - Prescott, AZ United States**

**Lead Teller June 2007 - December 2008**

- Handle small and large cash and credit transactions while creating sales opportunities for all products and customers.

## PROGRAMS, AWARDS, AND RECOGNITION

- As a graduate of Levy Restaurants, Keys to the Future Program, I was exposed to the duties of every position (front and back of house) within Wolfgang Puck Grand Cafe. This extends to The Dining Room, Express, and Sushi Bar. The Keys Program also gave me a chance to be involved in Administration and Financial aspects of Wolfgang Puck and how it correlates with Levy restaurants.
- Represented Levy as a Greeter/Host for the Compass Night of the stars event at the Hard Rock Café at Universal.
- Successfully completed Disney's College Program Internship and accepted an extension to continue as a cast member with multiple hospitality roles at Walt Disney World.
- Recognized with a Levy Legend award as a passionate leader willing to go above and beyond to exceed guest expectations.

## ADDITIONAL SKILLS AND VOLUNTEER EXPERIENCE

- Experience with LevySource, BOSS, Aloha POS, and Disney Matra System.
- Proficient in Microsoft Office, Excel, Publisher, and PowerPoint.
- Participated in Levy Cares events; Susan G. Komen Race for the cure, Give Kids the World, and Charity Challenge.