

Casey Smith

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Professional Summary

- Experienced in catering and serving, as a headwaiter and trainer, assisting management in the implementation of new policies and procedures within the business to drive better productivity and efficiency.
- Reputation for continuous improvement within the service industry focused on developing a strong customer service culture, and delivering exceptional service to ensure the optimal guest experience and promote customer loyalty.
- Experienced supervisor, focused on the organization associated with planning & preparation, set-up and complete guest hospitality for a variety of large parties, company events, weddings and family gatherings.
- Extensive knowledge of restaurant grand opening procedures, assisting management in hiring and training staff on company policies, procedures, standards and expectations.
- Self-motivated, enthusiastic, resourceful, and creative problem solver who is focused on delivering top sales results to deliver better profitability within the business.

Areas of Expertise

- Strong interpersonal skills focused on building rapport with guests, vendors, team members, management, and community to build and improve brand image.
- Delivering high performance results through leading and motivating team members within a team centric atmosphere.
- Extensive experience in coaching, mentoring, hiring, and training within the service industry.
- Excels at increasing check averages through strategic up selling of promotions.
- Ability to multi-task and handle various tasks and customers with ease and professionalism.
- Collaboration in designing and creating new front of the house displays to market new promotions and products.
- Proactive in anticipating needs of diverse range of customers as well as assisting team members, and managers with guest needs to ensure customer loyalty.
- Extensive customer service and sales training focused on delivering exceptional customer service and sales results within the business.

Awards and Accomplishments

- Senior Trainer Champp's 2005-2006
- Employee of the Year- Beachfire Bar and Grill 2007
- Senior Trainer Beachfire 2008-2010
- Multiple time Winner of "All 5's" for Excellent Customer Experience and Satisfaction AIREs 2011
- Promotions to Lead Server and Trainer at all restaurant positions

Professional Experience

AIREs "American International Relocation Solutions"
2010-2012

Corporate Relocation Specialist/Program Manager, Huntington Beach, CA

- Responsible for managing relocation projects for my corporate client's transferees (individual, family and company moves) domestically (U.S), intra-Canada and internationally.
- One point of contact for transferees and corporate clients with strong ability in collaborating with all aspects of a company move. This includes the preparation of employee relocation agreements, managing of specific relocation policies and procedures, coordinating specific insurance needs, organizing and scheduling the moving of household goods and auto transport, setting up temporary housing, booking and scheduling home finding trip and final moves with hotel and transportation, implementing real estate benefits, researching personal preferences in potential housing, and overseeing and communicating relocation budgets for each transferee per the client.
- Strong communication and interpersonal skill set, excellent in multi-tasking, critical problem solving and proactive in anticipating the needs of all clients, transferees, partners and vendors.
- Successful in managing strong partnerships with vendors to maximize relocation budgets while ensuring seamless relocation experiences for Clients and Transferees.
- Oversees and manages all client's accounts (a few to name eBay, THQ, EA Sports, Xilinx and Computer Science Corporation) and their transferee's (over 100 accounts) entire relocation process including being accessible for all answers to queries regarding the relocation process, as well as costs and budget management, while locating suitable neighborhoods for my client's moves.
- Resourceful, knowledgeable and experienced in US domestic and overseas relocation processes, customs procedures and requirements, immigration and cross-cultural training, as well as Visa / Citizenship requirements.

Lead Three-year-old Preschool Teacher, Irvine, CA
2009-2010

- Responsible for planning and preparing creative, cumulative and developmentally appropriate lessons, activities and materials for private school in a year round setting.
- Collaborated with other Co-Teachers, Faculty and Staff to ensure our mission, goals and standards were set and being implemented daily.
- Mentored newly hired Teachers for the the school.

Lead Server and Trainer at Beachfire, Ladera Ranch, CA
2006 – 2010

- Trainer and assisted in restaurant opening process as well as the hiring and training of a new staff. Implemented new front of the house processes and procedures and set expectations for exceptional procedural operations, and customer service. Worked management on creatively marketing new promotions and specials.
- Worked closely with Management to evaluate and assess Staff performance, opportunities for promotions and growth, as well as collaboration to solve challenges in the Restaurant.

After-School Teacher for Non-Profit Organization
2004-2007

- Organized special after-school events, planned and prepared developmentally appropriate after-school curriculum, tutoring assistance to aid students in their academics.

- Created an empowering atmosphere in the classroom setting by practicing and implementing goal setting activities, as well as social and behavioral positive reinforcement.
- Adapted my teaching style to fit each and every child's particular developmental needs on a daily basis.

Lead Server and Supervisor, Mark's Catering, Lake Forest, CA

2004-2007

- **Organized, planned and prepped for Wedding's, large Corporate Events, Commercial Events (example - Nordstrom's VIP Store Parties, Sergerstom Center, Orange Country Performing Art's Center Seasonal Preview Events), and large family and school events.**
- Responsible for complete planning, set-up and execution of the events.
- Very knowledgeable of catering aspects (decor, food presentation, high standards of serving, food hygiene, safety and standards, clean up, providing excellent customer service, assistance in cooking preparation, kitchen operations and hospitality.
- Able to travel to and from external venues to work evenings, weekend and holiday events.

Lead Server and Trainer at Champp's Restaurant in Irvine, CA

2002-2006

- Assisted Management in Management in scheduling and planning for busy sports events and rushes. Trained new servers on company policies, procedures, standards and expectations.

Hostess and Server at Ruby's Restaurant, Rancho Santa Margarita, CA 2002-2003

- Part of Grand Opening training Crew

Education and Training

- California State University – Long Beach – 6 years completed
- Saddleback College Mission Viejo, CA

**References available upon request.

Name Casly Smith

Servers Test

Score / 35

Multiple Choice

- 1) Food is served on what side with what hand?
 - a) On the left side with the left hand
 - ☒ b) On the left side with the right hand
 - c) On the right side with the left hand
 - d) On the right side with the right hand
- 2) Drinks are served on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - ☒ d) On the right side with the right hand
- 3) Food and drinks are removed on what side with what hand?
 - a) On the left side with the left hand
 - b) On the left side with the right hand
 - c) On the right side with the left hand
 - ☒ d) On the right side with the right hand
- 4) What part of a glass should you handle at all times?
 - ☒ a) The stem *OR depends on glass*
 - ☒ b) The widest part of the glass
 - c) The top
- 5) When you are setting a dining room how should you set up your tablecloths?
 - a) Neatly and evenly across the tables
 - b) The creases should all be going in the same directions
 - c) The chairs should be centered and gently touching the table cloth
 - ☒ d) All of the above
- 6) If you bring the wrong entrée to a guest what should you do?
 - a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
 - b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
 - c) Try to convince the guests to eat what you brought them
 - ☒ d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

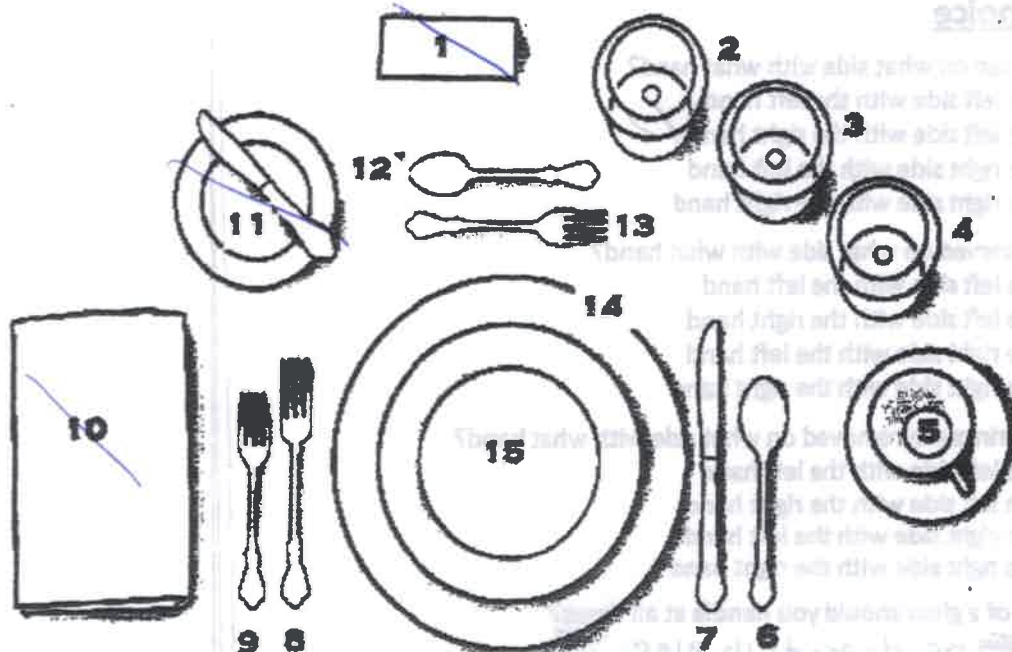
- D Scullery
- E ~~Queen Mary~~
- A Chaffing Dish
- B ~~French Passing~~
- G Russian Service
- F Corkscrew
- C Tray Jack

- ☒ A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- ☒ C. Used to hold a large tray on the dining floor
- ☒ D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- ☒ F. Used to open bottles of wine
- ☒ G. Style of dining in which the courses come out one at a time

Name Casey Smith

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

10
11
1
12
13
6
15
4

Napkin

Bread Plate and Knife

Name Place Card

Teaspoon

Dessert Fork

Soup Spoon

Salad Plate

Water Glass

8
5
7
2
9
14
3

Dinner Fork

Tea or Coffee Cup and Saucer

Dinner Knife

Wine Glass (Red)

Salad Fork

Service Plate

Wine Glass (White)

Fill in the Blank

- The utensils are placed One inch. inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream + sugar
- Synchronized service is when: Being able to bring out items at same time
- What is generally indicated on the name placard other than the name? Number
- The Protein on a plate is typically served at what hour on the clock? 4 o'clock
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
ask chef if it can be prepared first.