

Andrew P Doran

Mobile: 303.513.4365

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Experiences

HelpX Worker, HelpX; Auckland, New Zealand - December 2015 - June 2016

- Helped out member's of the community in building, landscaping, and providing support for those in need.

Assistant Manager, The Bean Espresso Bar; Nottingham, United Kingdom - June 2015 - September 2015

- Managed and directed a team of 10 employee's.
- Oversaw the quality of product being given to customers, from espresso based coffee to cakes and sandwiches.
- Managed monthly meetings, created topics of discussion, points to work on, and customer service.
- Opened and closed the store regularly, including balancing the till.
- Oversaw social media posts on Facebook and Instagram.

Barista and Waiter, Koko Black Chocolate; Queenstown, New Zealand - September 2014 - March 2015

- Created coffee's, Koko Black's signature hot chocolate, and iced drinks.
- Plated desserts and savory items during the course of the day.
- Waited on tables during the day and at night.
- Opened and closed the store as needed.

Barista, The Remarkable's Ski Area, NZSki; Queenstown, New Zealand - June 2014 - September 2014

- Made coffee's for guests visiting the Remarkable's ski area.
- 2nd place overall for in the NZSki Barista Competition.
- Managed cash in register.
- Participated in The Remarkable's weekly videos to report the weather.

Project Manager, Santa Catalina Island Resort Services; Avalon, California - November 2012 - April 2014

- Managed a budget revenue of over \$10 million and a controlled expenses budget of over \$7 million.
- In charge of a cost saving initiative for different departments; saved over \$1 million in the first year.
- Created and implemented a cross selling program that brought in an additional revenue of over \$1 million.

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- Safety manager for the department, ensuring all safety procedures were being observed, set up and directed safety meetings each month with all department employees.

- Trained employee's on ticketing system or tour guide scripts.

- Managed daily operations and personnel when needed.

Field Supervisor, Santa Catalina Island Resort Services; Avalon, California - November 2011 - November 2012

- Oversaw daily operations of bus tours, boat tours, walking tours and sales agents.

- Resolved customer service issues.

Retail and Climbing Wall Manager, Santa Catalina Island Resort Services; Avalon, California - November 2010 - August 2012

- Created weekly schedules to operate climbing wall and retail.

- Updated ADP payroll system.

- Managed inventory of retail.

Catalina Island Zip Line Guide, Santa Catalina Island Resort Services; Avalon, California - March 2010 - November 2010

- Led guided tours, including providing information about the natural environment of Catalina Island.

- Prepared the course including going over all safety aspects of equipment.

Leadership Advancement Society Chair, Intermountain Affiliate of College and Residence Halls; Greeley, Colorado - March 2009 - January 2010

Residence Hall Front Desk Manager, University of Northern Colorado; Greeley, Colorado - October 2008 - January 2010

Barista, Starbucks; Longmont, Colorado - March 2008 - September 2009

Referee, United States Soccer Federation; Longmont, Colorado - September 2003 - May 2009

Education

Ashford University, Clifton, Iowa - Communications, 2013 - 2015

University of Northern Colorado, Greeley, Colorado - 2008 - 2010

Awards and Accomplishments

Winter Legend Award, The Remarkable's Ski Area, NZSki; August 2015

The Winter Legend Award is presented to an individual that best exemplifies top customer service, dedication, and hard work.

Employee of the Year - Special Citation, Santa Catalina Island Resort Services; December 2010

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The Zip Line Team received the "Employee of the Year - Special Citation" in recognition of all the hard work and commitment to excellence demonstrated by the members of the Zip Line team.

Mann of the Year, University of Northern Colorado; April 2009

The "Mann of the Year" award is presented to the student who best exemplifies what it means to be a student leader in the Residence Hall Association.

Leadership Advancement Society of Intermountain Affiliate of College and Residence Halls Inductee; University of Northern Colorado; April 2009

The Leadership Advancement Society of IACURH (LASI) is an association of alumni of the Intermountain Affiliate of NACURH. Induction into the society is an honor bestowed upon alumni of the IACURH region who have made outstanding contributions at the campus, regional, and national levels.

Servers Test

Multiple Choice

A

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

C

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

D

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

A

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D

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

D

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

A Metal buffet device used to keep food warm by heating it over warmed water

A Queen Mary

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)

E Chaffing Dish

C Used to hold a large tray on the dining floor

B French Passing

D Area for dirty dishware and glasses

G Russian Service

E Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F Used to open bottles of wine

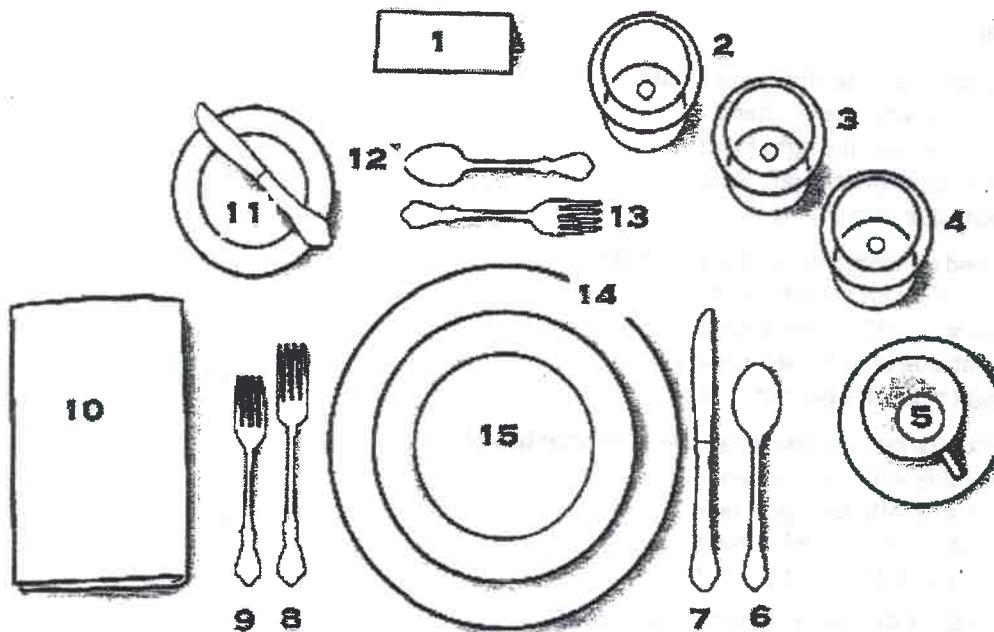
C Tray Jack

G Style of dining in which the courses come out one at a time

Name Andrew Doran

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>2</u>	Teaspoon
<u>3</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>5</u>	Salad Plate
<u>4</u>	Water Glass

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>24</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

Fill in the Blank

1. The utensils are placed 6 2 1 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? cream, milk, sugar, coaster, small spoon
3. Synchronized service is when: all servers place down everything together at same time.
4. What is generally indicated on the name placard other than the name? table number/food preference
5. The Protein on a plate is typically served at what hour on the clock? 4
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? remember and relay that information to the chef