

CORY OLEKSA



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4628 NARRAGANSETT AVE.
SAN DIEGO, CA 92107

PROFESSIONAL SUMMARY

Talented and dependable with management experience and exceptional people skills. Versed in customer service and bartending. Desires a challenging role as a front of house team member.

CORE QUALITIES

15+ years experience with FOH food and beverage operations
Thorough knowledge of menu offerings, including gourmet food, spirits, and wine pairings
Talent for quickly resolving issues prior to escalation.
Dedicated to ensuring customer satisfaction by remaining accessible and friendly

EXPERIENCE

SERVER / CUBAN REVOLUTION

May 2015 – Feb 2016

Assisted customers in order selection, recommended specific menu items, and ensured prompt, accurate service. Ensured high guest check averages by suggesting and selling additional food and beverage items. Continually visited guest tables to promote inviting and attentive service. Provided direct assistance to bartender and kitchen staff.

- Informally recognized as Lead Server with responsibility for overseeing opening / closing and coaching and mentoring new servers regarding menu items, company policies and procedures.
- Was given a key to restaurant and asked to manage\close restaurant a few days a week
- Frequently assisted colleagues during rush periods to foster / promote teamwork while providing exceptional service and guest dining experience.

DINING ROOM SUPERVISOR / THE HERITAGE OF RALEIGH

July 2006 – March 2009

Managed all front of house dining activities by, effectively hiring, overseeing, and motivating a staff of 40+ employees working directly under my supervision. Worked directly with Food & Beverage Director to create menus appropriately suited to satisfy residents of diverse backgrounds and ethnicity.

- Conducted monthly staff meetings to motivate and educate employees on aspects of "fine dining" service
- Collaboratively functioned with other departments (House Keeping, Marketing, Engineering, Executive Directors) to plan special events within a set budget
- September 2008 Employee of the Month Award, and runner up for 2008 Employee of the Year

EDUCATION

North Carolina State University

Raleigh, North Carolina

B.S. Business Administration with concentration in Sales and Marketing
2011

Relevant coursework includes: Market Research, Product Management, Services Marketing, and Personal Sell

Current San Diego Food Handlers Card