

Robert Wise

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Objective

To obtain a position that will allow me to utilize my previous kitchen experience in customer contact and satisfaction to provide me an opportunity for advancement.

Core Strengths

- 15 years of Customer Service
- 15 years of Management
- 15 years of Client Services
- 15 years of Culinary experience

Education

UNT

05/2004

Motivational Speaker

Experience

Compass Group

2014 to present

Sous Chef

Responsible for the overall operations in kitchen on campus, hire staff, purchase food and stock, P&L, inventory, working on multiple orders, follow specific recipe, maintain sanitation, health and quality, maintain inventory standards, measure ingredients required for specific food items, verify if prepared food meets requirements for quality and train on new and upcoming menu changes, catered all events reaching the occupancy of 500 people or more, floor walk-throughs to speak with each kitchen one on one to see what improvements we can make to our menus as well as any feedback.

Children's Medical Center

2010 to 09/2014

Sous Chef

Cook menu items for each guest while simultaneously working on multiple orders, maintain sanitation, health and quality standards, measure ingredients required for specific food items, verify if prepared food meets requirements for quality, train on new and upcoming menu changes, Clean working area after each shift, Quality assurance expediter.

Chili's Bar and Grill

07/2006 - 04/2010

Manager

Responsible for overseeing all of the restaurant's operations, including hiring and firing staff, purchasing food, supplies and equipment, and dealing with suppliers and vendors, scheduling, staff decisions regarding the menu, budgeting, accounting, payroll, and P&L.

Radio Shack, Rowlett, TX

08/2005 - 07/2006

Store manager

Opened and closed store, managed daily operation, assist in the training of current and new employees, managed the sales floor, set up store promotions and visual merchandising, safeguard company assets, handled all customer complaints, irate and dissatisfied customers, provided sales assistance to customers, calculated the staff commissions, balance the register, project monthly profits, set sales goals, motivated sales team, assist in the hiring process and the development of sales staff, trained to be a future store manager. Sold all Radio Shack brand products, Received off site training to sale Verizon, AT&T, Sprint/Nextel and Prepaid Phones service.

Pepsi Cola, Dallas, TX

08/2004 - 08/2005

Merchandiser

Responsible for stocking main shelf with all Pepsi products daily primarily at large-format accounts such as grocery stores and mass merchants, Responsible for stocking all displays daily. Comply with proper product rotation standards for product freshness and quality. Fill all coolers and vendors daily. Fill all new age products in coolers and on warm shelf (teas, juices, waters, isotonics, and Frappuccino coffee drinks). Work product in the back rooms of stores and condense back stock each time in store to keep these areas clean at all times. Prepare damaged and outdated product for pickup and return to plant. Securing, setting, and moving displays when required. Helping and/or ordering when required. Placing proper point-of-sale materials on main shelf, displays, coolers, and vendors. Follow company merchandising standards. Keep proper corporate sets on main shelf, displays, and in coolers. Any other tasks or responsibilities assigned.

Tele Vista Central, Plano, TX

07/2003 - 08/2004

Customer Service Representative

Serviced Metro PCS accounts provide world- class customer service, Collect and make arrangements on past-due accounts, Interrupt past-due residential phone service, Educate consumers on their phone bill, Receive incoming calls concerning past due phone service and problems with their accounts