

Ramou Njie (Ji)

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Tues 12/31 @ 11th

Server, Captain, Bartender - Classified/OTG Management

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Highly organized and analytical with a keen eye for details. Skilled at synthesizing and editing information to achieve overall goals. My main objective is a challenging position enhancing my experience while offering an opportunity for growth and career development.

Work Experience

Server, Captain, Bartender

Classified/OTG Management

March 2016 to Present

Newark Airport, NJ

- Provide excellent hospitality while demonstrating leadership and efficiency in a high end fast paced restaurant
- Liaise between the kitchen staff, management and floor staff
- Oversee and handle all guest inquiries and complaints
- Lead groups of servers to perform different tasks at hand
- Train new employees and help them clearly understand their responsibilities

Restaurant Manager

Sania's Restaurant - Jersey City, NJ

June 2013 to February 2016

- Implemented cost saving initiatives to lower food and labor costs and increase the bottom line
- Lead my team to positive sales growth for 8 consecutive quarters, while also demonstrating the ability to increase sales, customer relations and restaurant P&L
- Daily and weekly responsibilities include, but are not limited to, sales building, training, marketing, cost control, quality control, scheduling all FOH employees, inventory, cleanliness, and hospitality
- Appraise staff performance and provide feedback to improve productivity, while assisting in identifying and training hourly employees into management leadership positions
- Consistently delivering outstanding restaurant operations by regularly reviewing product quality measured by guest satisfaction tools such as mystery shop reports
- During my tenure through managing by objectives, employee turnover was reduced in all three units to below company standard

Education

Business Administration /Hotel and restaurant management

Essex County College - Newark, NJ

Present

Buffet Service Test

Multiple Choice:

1. The first thing a client is going to notice about you is:
 - A. How much you went through to get there
 - B. How far you had to park
 - C. What you look like when you report for duty
 - D. How Punctual you are
 - E. A&B only
 - F. C&D only
 - G. All of the above

2. BEO stands for:
 - A. Banquet Effeciency Order
 - B. Better Events Organization
 - C. Banquet Event Order
 - D. Best Ever Odor
 - E. None of the above

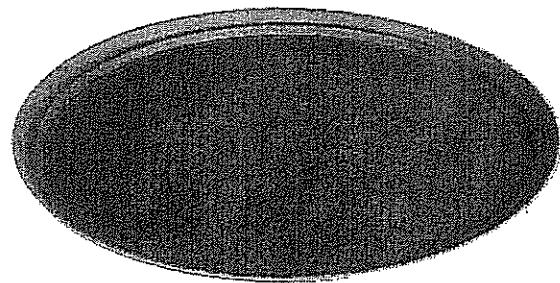
3. Once your chafing dish is set up, the next step is to add what to the pan:
 - A. The food
 - B. Hot Water
 - C. Cold Water
 - D. Jelly from the Sterno can
 - E. None of the above

4. Which is an acceptable way to lite a sterno can?
 - A. With matches
 - B. With a regular cigarrete lighter
 - C. With a long-neck lighter
 - D. All of the above
 - E. None of the above

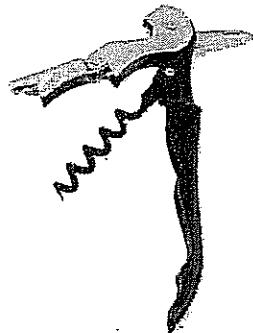
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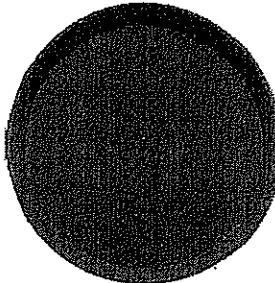
sterno



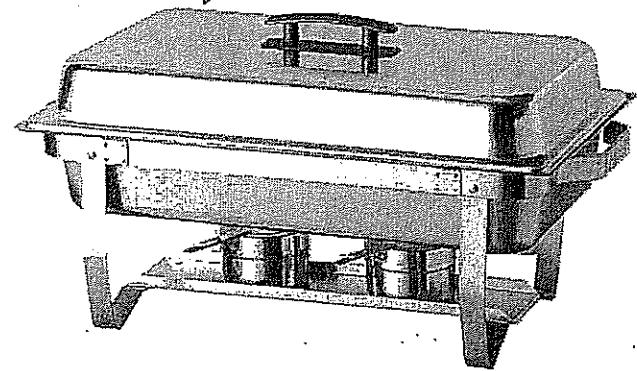
tray



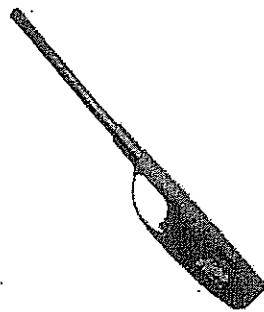
win key



tray



chafing dish



lighter