

Undra Mitchell

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Outstanding Hospitality Professional with the demonstrated qualifications to perform beyond expectations in complex, diverse, and dynamic business environments, currently seeking a challenging, yet rewarding hospitality position with a progressive and innovative company that allows growth, and may utilize and also assist in advancing my skillsets professionally and personally; As I will bring to the table an unyielding work ethic, commitment to success, and irrevocable integrity.

Skills Snapshot

- Efficient in MS Office, Lotus Notes, OpenTable, Delphi, Opera, Micros & Aloha POS, and Internet research techniques
- Superlative customer service & organization skills, with critical attention to detail.
- Periodically undertake independent catering and event planning & coordinating work.
- Voluntarily assisted in event promotion and production for the SF organizations, Reason To Party & SF LGBT Center

Certificate of Completion: T.I.P.S

Food Safety Manager

Health Communications Incorporated

The National Registry of Food Safety Professionals

Education

A.S. Culinary Arts & Hospitality Studies 2011

City College of San Francisco

Selected Coursework: Restaurant Operations, Introduction to Supervision/Management, Purchasing and Cost Controls, Hospitality Law, Hotel and Restaurant Accounting, Labor Relations in the Modern American, Hospitality Marketing

Internship: Four Seasons Hotel

Jan 2010 – Jun 2010

[San Francisco, CA]

Banquets & Events / Food & Beverage Intern

Assisted the senior managers for the Food & Beverage and Banquets & Events departments on various projects relating to back-of-the-house management (inventory, waste control, food preparation) as well as sales, marketing and event planning, and project management initiatives for a prestigious food and hospitality venue.

Recipient: Academic Scholarship

Hotel and Restaurant Foundation of San Francisco

Experience

The Mortimer Bar & Restaurant

November 2014 – present

[San Francisco, CA]

Bartender

- Set up and shut down bar/restaurant area, which includes changing kegs, and replenishing ice, napkins, straws, plates, and glassware.
- Restock liquors, wines, juices, beers, and slice/quarter limes, lemons, oranges, cucumbers, and restock berries and any other garnishes.
- Inform patrons of happy hour specials on wines, drinks, and learn, memorize, make, and create signature cocktails for guests/patrons.

Hotel Rex

March 2012 – December 2014

[San Francisco, CA]

Bartender

- Served and informed guests on local wines, and learned, memorized, and made classic cocktails for hotel guests and bar patrons.
- Took incoming room service orders while tending bar, then expedited, and delivered guest's room service orders when ready.
- Took guests' and patrons' food orders, whether at bar or at guests' tables, expedited, and delivered orders to guests and patrons.
- Bussed tables in order to maintain cleanliness of entire bar and restaurant area, and rolled silverware before and throughout shift.
- Kept track of daily usage, waste, and inventory of liquor, wine, and beer, and filled out requisition forms if more stock was needed.

Acrobat Outsourcing

Oct. 2010 – December 2012

[San Francisco, CA]

Pantry Cook | Line Cook | Sous Chef

- Set up station according to client guidelines, inspected food preparation and serving areas to ensure sanitary, safe food-handling practices, as well as ensured walk-in refrigerators, freezers, and any other work areas were clean, organized and free of hazards.
- Regulated temperature of broilers, ovens, grills, and roasters, while also handling food inventory and waste control.
- Prepared all foods according to recipe, portion controls, and presentation specifications of each restaurant or event.
- Consulted with the Executive Chef and other managers concerning the daily special boards, taking into consideration food costs, spoilage, economies of scale and the size any special events and customer requests.

Sports Club/LA

June 2008 – October 2010

[San Francisco, CA]

Manager-On-Duty | Chef

- Held responsible for resolving member/employee disputes & conflicts, retaining members, and loss prevention.
- Assumed duties of answering phones, relaying messages, transferring calls, checking in & greeting guests and members.
- Remained knowledgeable of fitness trends and club business & events through Microsoft Outlook and monthly meetings.
- Remained knowledgeable of all club business & events, and kept on top of changing trends in the health & fitness industry.
- Also created various dinner menus that incorporated health conscious food items high in proteins and nutrients, yet very low in carbohydrates and fats.
- Prepared and cooked dinner, three nights a week, using either braising, roasting, baking, grilling, sautéing, steaming, and others.
- Personally served these freshly prepared dinners to 45-50 guests, offering samples, interaction, and cultivated information on ingredients utilized, while periodically assisting fellow cafe staff with bussing tables and maintaining the cleanliness of the dining area.

Other Relevant Experience: Garde Manger Cook – Bluestem Brasserie | Host – The Cheesecake Factory | Server Lead – Sonic Drive-in

For more information, please visit my LinkedIn profile at:

<https://www.linkedin.com/in/sacred-mitchell-a8983220>