

# CORAL ROUSSEAU

## RESTAURANT SERVICE PROFESSIONAL



(352) 727-8981



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Allentown, PA 18102

### career objective

Detail-oriented professional with 15+ years of experience in Restaurants and a proven knowledge of sales, customer service, leadership, and development. Looking to utilize my skills to fulfill the Server role at your company.

### experience

Jan 2021 - Sep 2021

#### **LEAD SERVER**

Miller's Ale House, Gainesville, FL

- Opening and closing server.
- Lead server; handling section assignments, preshift meeting, breaks, side work, and cuts.
- Took food and beverage orders and served meals to patrons.
- Interacted with guests and promptly responded to requests to provide exceptional service.
- Checked patron identification to verify minimum age requirements for consumption of alcoholic beverages.
- Memorized frequent customer preferences to build relationships and loyalty.
- Listened to customer concerns and complaints and quickly rectified issues.
- Suggested additional items to customers to increase restaurant sales.
- Described ingredients and cooking methods to explain preparation of various food items.
- Prepared hot, cold and mixed drinks for patrons and chilled bottles of wine.

### education

Expected graduation **Jun 2023**  
**MASTER OF ARTS (M.A.) IN ENGLISH CANDIDATE**  
Southern New Hampshire University,  
Manchester, NH

**Apr 2016**

**BACHELOR OF ARTS (B.A.) IN ENGLISH**  
Southern New Hampshire University,  
Manchester, NH

**Apr 2012**

**ASSOCIATE IN SCIENCE (A.S.) IN ACCOUNTING**  
Shoreline Community College,  
Shoreline, WA

- Checked on guests to verify satisfaction with each course.
- Acted as liaison between wait staff and kitchen staff to foster communication between employees.
- Supervised dining staff to confirm optimal operations and prevent mistakes.
- Reviewed cash register at end of shift to maintain records for financial operations.
- Set up linens, dishes, and silverware to prepare tables for customers.
- Swept and mopped floors and removed trash.
- Restocked restaurant supplies, utensils and menus to achieve consistent product availability.
- Trained new servers in restaurant procedures, daily operations and server duties.
- Performed minor food preparation to assist kitchen staff and streamline operations.
- Inspected faulty kitchen equipment to alert managers of necessary repairs.

Nov 2019 - Oct 2020

**SERVER, LINE COOK, BARTENDER**

Outback Steakhouse, Allentown, PA

- Served with Outback, Allentown until December 2019.
- Moved to Opening Line Cook from December to February, until COVID caused restaurants to close.
- Due to COVID-19, moved to Gainesville, FL transferring to Carrabba's and was moved to Bartender.
- Fully trained in all 3 above positions, as well as food prep and expo.
- Expert in guest satisfaction, QA, alcohol selection, and sales.
- Opening and closing server.
- Opening cook on a two-man opening crew.
- Closing weekend bartender.

## skills

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- Microsoft Suite
- Canva
- G-Suite
- Discord, Zoom, Skype, Telegram
- Squarespace
- Adobe Suite
- Trello, HubSpot, Basecamp
- Calendly, Goggle Calendar, Teamup

## certifications

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- Certification in Bookkeeping
- Certification in Inventory Management
- Certification in Microsoft Office
- Certification in Access (Advanced)
- Certification in Tax Preparation
- Certification in Peachtree
- Certification in Excel (Advanced)

## unrelated work experience

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COGS Foundation, Nonprofit  
February 2018 - Current  
Director of Operations, Chair of the Board

Forever Mine and Sluice  
Pennsylvania Renaissance Faire  
September 2022 - October 2022  
Customer Service, Sales, and Demonstrations

Historic Bethlehem Museums and Sites  
June 2022 - September 2022  
Event Coordinator

## reference

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Available Upon Request