



CORAL ROUSSEAU

RESTAURANT SERVICE PROFESSIONAL

 (352) 727-8981  coral.rousseau@gmail.com  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

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

certifications

- 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

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

Available Upon Request