

## SOUS CHEF

### Summary

To bring my positive attitude, strong work ethic and strong team attitude to a new career opportunity.

### Highlights

- Adaptive team player
- Customer service expert
- Strong organizational skills
- Deadline-driven
- Focused and driven
- Positive attitude

### Accomplishments

Supported all kitchen operations when chef was absent.

Assisted in maintaining preparation and service areas in a sanitary condition.

Received 4â€œexceeds expectationsâ€ ratings on performance reviews.

Recognized by peers and management for going above and beyond normal job functions.

### Work Experience

#### Sous Chef

March 2013 to Current Company Name 1/4 City , State

Assisted co-workers.

Checked the quantity and quality of received products

Cleaned and prepared various foods for cooking or serving

Trained staff of 14 emp for correct facility procedures, safety codes, proper recipes and plating techniques.

Frequently switched between positions as Cold Food prep, Soup Station Chef and Relief Chef mid shift to support changing needs of large industrial kitchen.

Instructed cooks and other workers in the preparation, cooking, garnishing, and presentation of food

Planned and prepared food for parties, holiday meals, luncheons, special functions, and other social events

Prepared a variety of foods according to customers' orders or supervisors' instructions

Prepared dishes following recipe or verbal instructions

Stocked and rotated products, stocked supplies, and paper goods in a timely basis

Stocked supplies in serving stations, cupboards, refrigerators, and salad bars

Supervised and coordinated activities of cooks and workers engaged in food preparation

Used all food handling standards

Weighed, measured, and mixed ingredients according to recipes using various kitchen utensils and equipment

Cleaned, cut, and cooked meat, fish, or poultry

Complied with scheduled kitchen sanitation and ensured all standards and practices were met

Cooked food properly and in a timely fashion, using safety precautions

Oversaw kitchen employee operations to ensure production levels and service standards were maintained

Packaged take-out foods and served food to customers

#### General Manager

March 2009 to February 2013 Company Name i¼ City , State

Accepted payment from customers and made change as necessary. Assisted co-workers.

Checked the quantity and quality of received products

Cleaned up spilled food, drink and broken dishes, and removed empty bottles and trash

Managed morning rush of over [Number] customers daily with efficient, levelheaded customer service.

Adhered to recipe and presentation standards for specialty coffee drinks.

Managed 14 team members, including scheduling, training and conflict resolution.

Updated menu with daily offerings and specials, using personalized artistic touches.

Correctly followed all health, safety and sanitation guidelines.

Greeted and connected with every customer, recommending drinks and pastries. Maintained the highest standards of conduct and service.

Maintained calm demeanor during high-volume periods and special events.

#### Customer service/call center

March 2008 to February 2009 Company Name i¼ City , State

- I provided members and medical providers outstanding customer service on simple and complex medical and dental issues.
- Provided member benefits to medical and dental providers according to coverage purchased by the member.
- Helped members understand explanation of medical and dental benefits.
- Arraigned managed care in complex medical cases.
- I am knowledgeable in insurance coding and terminology; Dean Vaughn Medical Terminology; ICD-9 codes; CPT, and 1500 forms.
- I properly documented each member and provider call on a complex mainframe.
- Maintained good phone standards established by department head and performed other duties as assigned.

#### Customer Service Rep

May 2007 to March 2008 Company Name i¼ City , State

- I answered inbound donor telephone calls, placed outbound donor telephone calls to schedule donors, and discussed various issues related to making appointments for donors, maintained customers account using a complex mainframe computer system, other duties as assigned.

#### Cook/Baker

September 1999 to May 2007 Company Name i¼ City , State

- I performed daily food preparation and adhering to strict food safety standards.
- Keeping records updated in the HACCP Program, operated a cash register system, adhered to strict cleanliness standards and keeping work area very well organized.
- Helped load and unload food delivery trucks.
- I completed food preparation tasks on a strict time schedule.
- I adhered to high cleaning and sanitation standards of food utensils.
- Made calculations of food needs based off past and current demands.
- I preplanned and prepared work for next day's menu.
- I worked overtime on weekend functions as requested.
- I assisted the Director and Head Cook in their daily tasks.

#### Dog Grooming Assistant

April 1993 to December 2000 Company Name i¼ City , State

#### Swing/Assistant Manager

March 1993 to September 1999 Company Name i¼ City , State

- My responsibilities included managing a profitable shift without supervision, managing the people, product and equipment.
- Accepted payment from customers and made change as necessary. Assisted co-workers. Checked the quantity and quality of received products
- Cleaned and prepared various foods for cooking or serving
- Greeted customers in the restaurant or drive-thru, took and rang up orders, handled payment and thanked customers
- Kept drink stations clean and ready for service

- Performed serving, cleaning, and stocking duties in establishments
- Portioned and wrapped food

#### Education

General Equivalency Diploma (GED) : Spring 1989 Des Moines Community College 1/4 City , State

Serve Food Safe Certification : August 2000 Urbandale Community Schools 1/4 City , State Dean Vaughn Medical Terminology Principal Financial Group

#### Skills

benefits, cash register, CPT, customer service, delivery, Financial, forms, ICD-9, insurance, Director, mainframe, managing, Medical Terminology, next, coding, safety, supervision, telephone, phone, well organized