

**Your Name**  
2941 Park Avenue  
Brandon, MB R7B 2K3

204-724-9999

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- Objective** To obtain employment in the hospitality industry where skills in computer systems, food and beverage cost control, business communications and small business accounting can be used to improve operations.
- Skills & Capabilities**
- Proficient with Microsoft Word, Excel, PowerPoint, Publisher, Outlook, Windows 7, Adobe Photoshop
  - Completed training in It's Good Business/Server, Food Safe Level 1, WHMIS, First Aid, Fire Safety
  - Comprehensive knowledge of the restaurant and food service industry
  - Supervised up to 15 staff members
  - Demonstrated ability to successful control food and labour costs
  - Excellent communication (interpersonal) skills, strong customer service skills and a professional attitude
  - Enthusiastic and motivated personality
- Experience**
- Food And Beverage Server**  
Boston Pizza, Brandon, MB July 2010 – Present
- Serve customers in a friendly and responsible manner
  - Operate the lounge bar during busy lunch and dinner seatings (proficient in the preparation of both specialty coffees and alcoholic beverages)
  - Resolve customer complaints, ensuring customer satisfaction
  - Use suggestive selling techniques to increase sales and customer experience
- Short Order Cook**  
Humpty's Restaurant, Brandon, MB July 2009 – June 2010
- Prepared a-la-carte menu items (breakfast, lunch, and dinner) according to standard recipe procedures
  - Managed daily inventory and prepared purchase orders
  - Trained and oriented new staff members
  - Analyzed menu sales and revised menu periodically
- Crew Trainer/Drive-Thru Cashier/Kitchen Attendant**  
McDonald's Restaurants, Brandon, MB September 2008 – June 2009
- Demonstrated knowledge of managerial, shift supervising and employee training procedures
  - Served customers in a stressful and fast-paced environment
  - Processed cash, debit and credit card transactions on POS system
  - Demonstrated correct actions, working manner, and learning techniques for new employees

**Shift Supervisor/ Restaurant Closer**

A & W Restaurants, Dryden, ON

September 2006 – August 2007

- Communicated standards and expectations to the rest of the staff
- Balanced daily cash receipts, and reconciled daily and weekly system receipts
- Maintained all equipment required to operate the business
- Ensured policies were followed according to company standards

**Education**

**Manitoba Institute of Culinary Arts**, Brandon, MB

Hotel and Restaurant Management Program

Diploma expected May 2013

**Vincent Massey High School**, Brandon, MB

Graduated Grade 12

**Activities/  
Interests**

- Participated in Student Leadership through the organization of events to profit the school and community
- Worked with the newspaper members to create monthly issues for the Viking Voice school newsletter
- Promoted and took action towards environmentally friendly practices within the school as the Enviro-Club Secretary
- Served as class representative for the Assiniboine Community College Student's Association