

# ROBERT SMITH

## Sr. Food and Beverage Attendant

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### SUMMARY

Health care profession who, in the past, remains calm and effective in extremely difficult and stressful situations. Strong belief in importance of companionship and support in patient care.

### CORE COMPETENCIES

Multiline telephone, computer knowledge.

### PROFESSIONAL EXPERIENCE

#### Sr. Food and Beverage Attendant

ABC Corporation - December 2011 – March 2013

##### Key Deliverables:

- Provided exceptional service to customers by being friendly, knowledgeable and accommodating.
- Maintained a consistent, regular attendance record.
- Expertly prepared both alcoholic and non-alcoholic beverages using correct techniques, liquid measurements, and garnishes.
- Set up bar for operation, obtained cash bank and stocked the service bar.
- Set up storeroom and work areas to allow easy access to stock items.
- Accurately recorded sales, made correct change and prepared charge slips for guests.
- Immediately informed supervisors of any problems or unusual situations and took appropriate action.

#### Food And Beverage Attendant

ABC Corporation - 2008 – 2011

##### Key Deliverables:

- Ran Starbucks concession, restaurant and gift shop; opened and closed independently according to detailed checklist.
- Assisted in ordering food and gift store products.
- Received the highest score in the department on a surprise corporate audit.
- Assisted in event preparing by making sure enough food was ready for members.
- Received a letter and certificate from the chief executive officer for providing exemplary customer service and was mentioned in a Trip Advisor review for contributing to a family having an unforgettable vacation.
- Skills Used Had to work in a fast paced environment.
- Dealt with live food, inventory and ordering sheets..

### EDUCATION

- Medical Assistant - August 2011(Brown Mackie College - Salina, KS)