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# CHRISTOPHER GLENN

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## *PROFESSIONAL SUMMARY*

**Outgoing and motivated individual that grew up in the customer service industry. Has a strong sense of leadership, organizational, and prioritization skills. Excels in fast paced, high volume, and challenging environments.**

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## *SKILLS*

- Works well under pressure
  - Problem Solver
  - Strong communication skills
  - Quick learner
  - Trainer and mentor
  - Energetic and engaging
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## *EXPERIENCE*

### **REDHEAD LAKESIDE GRILL**

Lead Server | Osage Beach, MO | April 2016 - September 2019

- Train new waiters and floor staff on restaurant protocols, service expectations, and proper food handling.
- Promptly help others when problems or questions arise.
- Make sure all daily beginning and closing side work, stocking, and cleaning routines are met.
- Present menus to customers, inform them of current daily specials, and answer questions about menu items, making recommendations upon request.
- Write customer's food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Prepare checks that itemize and total meal costs and sales taxes.
- Collect payments from customers.

### **BREEZES RESTAURANT**

Server | Lake Ozark, Missouri | January 2015 - March 2016

- Greet tables retrieve drinks orders and pass on any information of daily specials.
- Retrieve guests orders and submit them into POS system for kitchen to prepare.
- Monitor tables to make sure all guests needs are filled while they wait.
- Deliver food to guests and make sure all needs are filled.
- Check back shortly to ensure quality
- Help maintain the restaurant through cleaning, stocking, and sidework.

## **THE LODGE OF FOUR SEASONS**

Room Service | Lake Ozark, MO | March 2014 - March 2016

- Prepare and deliver amenities for newly arriving guests.
- Answered guests requests and promptly supplied them with what was requested.
- Take and submit food orders into computers for kitchen staff to prepare and then deliver upon finish.
- Ensure all halls, lobbies, and pools were clear of any cups, utensils, or glassware and were kept clean.

## **HK'S STEAKHOUSE**

Busboy/Foodrunner | Lake Ozark, MO | September 2010 - July 2012

- Assist Servers running food to tables.
- Bring out bread and butter at guests arrivals.
- Clear dishes after guests departed.
- Clean dirty tables and prepare to reset them for a new guest.

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## ***EDUCATION***

### **HIGH SCHOOL DIPLOMA**

Valparaiso High School

Valparaiso, IN | 2013