
JACK DILGER

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Personal Profile

Experienced multi-skilled kitchen assistant with good all-round food preparation and catering expertise. A proven ability to react in areas that require immediate attention and ensuring that all food is always presented to the highest possible standards. Ambitious and seeking an opportunity to work with skilled and passionate chefs to broaden my knowledge of food and prove my desire to progress in the industry. Looking to relocate to Bristol to make best use of my existing catering skills and experience and also further my personal and professional development.

Key Skills and Competences

- Enthusiastic and eager to meet new challenges and improve on my industry experience
- Dependable and dedicated employee with excellent work record
- Calm under pressure and excellent with problem solving, with an attention to detail
- Excellent communication skills with experience in organisation & planning
- Effectively managing time and productivity whilst at work.

Professional Experience

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| December 2015 - April 2016 | <p>Kitchen Assistant
<i>Mark Warner- Chalet Hotel Aiguille Peerce- Tignes, France</i></p> <p>Worked as part of a high quality kitchen team for a well-known and established tour operator, providing a very high standard of service for a cliental with high expectancies. Duties included:</p> <ul style="list-style-type: none">• Assisting chefs with Food preparation for a variety of services i.e. High tea, afternoon tea A la Carte menu• Ensuring routine hygiene checks were carried out to work in a safe environment• Assisting in stock control, portion control and quality control.• Assisted chef's in finalising food plating and alerting wait staff when orders were ready.• Assisted chefs in compiling ingredient list for each meal and making sure the ingredients were always on hand. |
| March 2013 - December 2015 | <p>Kitchen assistant
<i>The Fox Inn, Kelham</i></p> <p>Began pot washing then quickly proceeded to gain multiple skills and given highly responsible roles throughout a fast paced and efficient kitchen environment with a number of duties such as:</p> <ul style="list-style-type: none">• Assisting the chef with preparing, cooking and serving• Catering for large parties with short time constraints• Taking control of tickets orders and delegating duties to ensure efficiency of service• Training up new employees & making them feel part of the team• Attending to complaints concerning food and service.• Performing routine health & safety checks in terms of food hygiene |
| August 2016 - Present | <p>Enterprise Subject Matter Expert
<i>Teleperformance UK</i></p> <p>Began Working as a customer service adviser in the Enterprise section of the business- Excelled in my area and quickly became a key member of the team helping with training and support for new employees. Hard work then allowed me the opportunity to become the Subject Matter Expert for my area working as part a key project within the organisation, with my duties including:</p> <ul style="list-style-type: none">• Documenting business processes and analysing procedures to see that they would meet changing business needs.• Mapping current work flows to recommend improvements for customer requirements |

- Act as a lead for my business area, being fully engaged in design decisions
- Building a network of relations outside of the business and pro-actively managing all accepted and agreed actions from meetings.
- Utilising problem solving and analytical skills through presentations and written reports.

Education

2013 - 2015	Level 3 Subsidiary Diploma-Travel & Tourism <i>Lincoln College</i> Grade: Merit- Equivalent to 2 A Levels
2007 - 2012	GCSE <i>The Grove School</i> Mathematics (C) English Literature (B) English Language (C) German (C) Triple Science (B)

Additional Achievements

- ICT OCR Nationals certificate (Distinction)
- Competent across most Microsoft office platforms
- Level 1 Spanish
- Basic spoken and written skills
- Travel services/Tour Guiding Qualification
- Organising and delivering successful educational tours on various locations
- Junior Sports Leaders Award
- Organising training sessions and taking responsibility for a group of young people
- Duke of Edinburgh Bronze Award
- Volunteer work, basic first aid, pre planning and successfully completing an expedition as part of a team