

Kristap Baltin

3932 22nd Street San Francisco • 415-307-2520 • kbaltin@yahoo.com

SUMMARY

Versatile and experienced leader with a passion for teaching and helping others.

EXPERIENCE

Pacific Catch Restaurant — San Francisco, CA **Server**

November 2017-Current

- Assisted guests with making menu choices in an informative and helpful fashion.
- Maintained knowledge of current menu items, garnishes, ingredients and preparation methods.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

Education First

June 2016- October 2017

ESL Teacher, San Francisco

- Provide students with relevant and engaging lessons tailored to enable them to reach their personal needs and objectives.
- Actively participate in any required observations and feedback sessions, training, development meetings and informational meetings.
- Develop and use supplementary material within EF guidelines to support learning needs.

Landry's - Bubba Gumps Shrimp Co.

January 2008- October 2017

Training and Server Manager San Francisco, CA, USA

- Recruit, hire, and train new employees for all hourly departments.
- Mentor, coach, and train servers, hosts, bartenders, and floor/operation managers through full-day training shifts, pre and post shift meetings, instructional five-minute full-staff meetings, assignments – evaluations, and shift evaluations.
- Write accurate and realistic projections and forecasts, consistently saving labor costs and improving the potential for sales.
- Write efficient and accurate schedules for all (seasonally ranging from 125 to 175 employees) FOH (front of house) positions, satisfying both employee approval/availabilities, and the needs of business. My schedules regularly beat budgeted labor during low sales periods and maximize sales potential (through heavy staffing of sales positions) during busy periods.

ZeroChaos Google Search Ad **Rater San Francisco, CA, USA**

April 2014 – September 2014

- Internet Research – Evaluating and understanding the searcher's (or user's) query by getting into the mindset of the user and determining their most likely intent, thereby analyzing and assessing the query and its ideal culmination.

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ACHIEVEMENTS

- Created product knowledge memorization guides (implementing mnemonic devices, acronyms, proper flash card techniques, and suggestions for research) for new employees that increased the pass rate and retention of new employees from 2013 to 2014. (In the previous year, higher percentage of hired employees would not pass training because of inability to memorize the menu and mandatory recommendations).
- Revamped and rewrote existing “Aloha Challenge” (POS training guide) to combine technical training together with operational day-to-day situations (uncommon modifications or guest requests, situations in which to up-sell, the techniques of repeating orders and writing them down efficiently, crossing items out when at terminal and double checking their work). This guide has contributed to decreasing server error comps from 7.4% in 2013, to 5.6% in 2014.
- Revamped and implemented a “ten minute ticker” (10 minute server evaluation) through the observation of their greet and sales techniques during a table approach. Trained each manager on how to evaluate if servers are recommending the rewards club card, recommending drinks that come with a souvenir glass, recommending the ideal food cost and high margin items. After the observation, manager sits down and discusses strengths and opportunities with servers and sales associates.
- Posted Sales Rankings of all employees, and through monthly assessment raised those at the 3% of glassware sales (within total sales category) to 5% (Ideal % 7.3).
- Developed and Promoted 7 hourly employees into Manager Assistant positions and consequently salaried manager positions.
- Designed a Rolling/Break floor plan to help restaurant avoid break violations and comply with California break laws

EDUCATION

San Francisco State University
Bachelor Degree Radio and Television

1999- 2004

REFERENCES

Phil Jonson – Gustav's – Training Coordinator
Adrian Hinsberg – VP of operations at #GetaFreePhone
Sandy Ramos – Academic Director at EF

(831) 210-1618
(562) 760-1863
(831) 402-2267