

Roberto Romero

Providence, RI | (401) 219-3161 | alex4rom721@gmail.com | linkedin.com/in/robertoromero/

Profile

Talented, detail-oriented and enthusiastic professional with over ten years of experience in the food service industry. Track record of success with assisting, coordinating, directing and training food service personnel to ensure safe and efficient production and service. Well-versed in engaging staff to ensure products meet the aesthetic and nutritional needs of customers and mandated health requirements. Above all, ensured customer satisfaction with extraordinary leadership skills thus developing new client relationships and promoting client retention.

Key Skills

- Team Leadership
- Training & Development
- Strategic Planning
- Product Management
- Performance Improvement
- Customer Relationship Management
- Customer Service
- Budget and Expenditure Management
- Resource Coordination

Professional Experience

The Pizza & Catering Gourmet | Warwick, Rhode Island

Managing Chef | Assistant Manager | Line Cook

October 2010 - Present

Effectively provided premiere catering services with a signature style of blending international infused cuisine with casual charm. Supervised, assisted and trained staff in the planning, development and delivery of products and services for banquets, catered events and member dining areas of prestigious institutions & organizations including but not limited to Brown University, UpServe, Rhode Island Hospital, and Miriam Hospital. Worked with prospective clients to develop their vision for the products and services and modified processes to enhance output using customer research and data analyzation. Maintained a clean and safe environment by adhering to all federal, state and local sanitation and safety guidelines. Conducted preparation work and operated all equipment according to company standards.

Mastered kitchen service timing and final plating with authentic presentation to deliver prompt service and enhance the customer experience.

Selected Accomplishments

- Implemented strategies to modify existing inventory system, ordering and food storage practices, resulting in consistent food costs below 25% of overall operating expenses.
- Reduced costs by identifying schedules to optimize resources, control overtime and maximize operational efficiencies, resulting in labor costs below 20% of overall operating expenses while prioritizing employee retention.
- Train and coached over 30 staff members on customer service skills and food and beverage knowledge. Evaluated job performance and prepared workflow documentation as needed. Kept staff up-to-date with current and upcoming product launches or events, as well as current promotions within the company.
- Supervised a cross-training program to ensure front-of-house and back-of-house staff could perform responsibilities confidently and effectively. Set standards for training and workflow systems to guarantee the quality of the outgoing product
- Developed an in-depth understanding of how all areas of the kitchen function, including sauté, grill, flat top and fry stations.
- Oversaw weekly preparation to gather required resources, manage inventory and enter data for upcoming orders
- Expanded customer base and retained client relationships with an excellent level of customer service.

*Additional experience as **Line Cook at Cafe Itri** | Cranston, Rhode Island*

Certifications

- Project Manager Certification (In Progress)