

19 July 2019

To Whom It May Concern,

I am writing to express my interest in the Food Service Worker Lead posting. As a soon to be graduate of UC San Diego I wish to continue my employment at HDH in a full time position to further advance the career I have developed over my almost three years with the department. Strong encouragement from coworkers and supervisors reinforced this decision.

Throughout my journey from student employee to student manager I have always jumped at the first opportunity to challenge myself with the greater responsibilities and expectations that come with promotions. A constant desire for self-improvement has driven me to develop proficiency in managing myself, my coworkers and tasks required for unit routines. Over the past few years I have honed my skills and work ethic into one that works hard to maximize effort where it can do the most good for my unit, coworkers and customers that I work for. I do as much as I can so that I may take pride in a job well done.

During my tenure as a student employee I have also learned the culture and expectations of HDH and how to interact with students as both coworkers and customers. It has always been my goal to deliver a pleasant and professional experience to everyone I come in contact with on behalf of myself and those I represent at HDH. My approach to interacting with my peers has been to give the utmost importance to ensuring their needs are met to their satisfaction. I do not consider my work to be done until everyone is happy with how I leave them. In my experience this focus on giving my honest all to the work I do has received the greatest appreciation from everybody that I have had the pleasure to work with. I believe that becoming a Food Service Worker Lead would be an adept next step to both further grow my career and continue serving the UCSD community to the best of my ability.

I have included my resume along with my personal contact information. I am readily available to meet for an interview at your request. I look forward to hearing back from you regarding my application. Thank you for your time and consideration.

Grant Foster

GRANT FOSTER

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OBJECTIVE

Food Service Worker Lead

EDUCATION

Bachelor of Arts

University of California, San Diego

Expected Completion:

August 2019

- Major: Cognitive Science
- Related Course Work:
 - COGS 102C: Cognitive Design (SP '19): "Emphasizes contextual inquiry, user research, ideation, iterative design and evaluation." *Completed quarter long project in collaboration with HDH to collect data on and implement sustainable hydration methods. Portfolio and project summary available upon request.*
 - MGT 172: Business Project Management (S1 '19): "Includes both: project management processes—scheduling, milestone setting, resource allocation, budgeting, risk mitigation—and human capital management—communication, teamwork, leadership."

SKILLS & ABILITIES

Management

- Supervised student staff and worked with career staff to ensure retail unit operations ran smoothly.
- Organized student schedules to meet the anticipated needs of the unit throughout regular business days, adjusting as necessary for staff needs, special exceptions and emergencies.

Leadership

- Headed student staff, establishing the culture and expectations for work ethic centered on customer service and cooperation in a welcoming environment.
- Frequently responsible for making judgement calls and answering questions for staff and customers alike.
- Analyzed daily procedures to identify areas of improvement and implemented positive changes in response.

Communication

- Responsible for relaying information from upper management to all unit employees. Included maintaining communication channels between career staff and student employees and leads for efficient operations.
- Regularly interfaced with customers to maintain a friendly rapport and address concerns as needed.

Training

- Trained students on proper HDH policies and procedures as dictated by Standard Operating Procedures.
- Evaluated student performance to ensure quality of work was compliant with expected standards.

EXPERIENCE

Student Manager

March 2018 to Present

Earl's Place and Market (SP18 – WI 18) and Pines Restaurant (SP19 - Present)

- Utilized critical thinking and problem solving skills to effectively manage staff to meet the demands of the unit and its customers.

Student Worker/Lead

October 2016 to March 2018

Sixth Place and Market

- Aided in daily operations of unit and acted as shift lead in a retail setting.

REFERENCES

Walter Hernandez

Food Service Manager | Sixth Market

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