



JAKOB D PFEIFER

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PROFESSIONAL SUMMARY

Dedicated professional with demonstrated strengths in customer service, time management, and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals. Reliable candidate ready to take on challenges in a position using problem-solving and task prioritization skills to help team succeed.

Dependable employee seeking opportunity to expand skills and contribute to company success.

Considered hardworking, ethical, and detail-oriented.

Capable restaurant manager experienced working in challenging environments. Excited about the opportunity to take the next career step with this company.

SKILLS

- Selling high volumes of products
- Employee training
- Social perceptiveness
- Purchasing and cost control
- Money counting
- Customer loyalty
- Customer engagement
- Recordkeeping
- Public speaking

EXPERIENCE

Restaurant Manager

February 2021 - Current

Old Iron Post | Sherman, Texas

- Controlled day-to-day operations with shift management strategies and effective food and labor controls.
- Enhanced business with continuous improvement in team training, customer engagement, and marketing strategy.
- Upheld cleaning and sanitizing standards by directing team to keep dining areas, kitchen spaces, and restrooms in full compliance.
- Improved team knowledge and abilities by training each in proper procedures and standards.
- Maintained high customer satisfaction with good conflict resolution skills and adequate employee coverage for expected demands.
- Worked with FOH and BOH staff to support superior service delivery.
- Oversaw special events and programs such as on-site catering and business conferences.
- Managed establishment finances, including counting cash and receipts and completing bank deposits.

Food and Beverage Server

February 2017 - Current

Old Iron Post | Sherman, Texas

- Avoided customer complaints by checking orders prior to delivery.
- Explained menu items, answered questions, and offered suggestions based on customers' preferences.
- Cleaned dining spaces thoroughly at end of each shift, as well as resetting individual tables between

customers.

- Maintained strong team performance by training new service staff on menus, processes, and customer service standards.
- Handled high volume of customers by collaborating with team of [Number] service staff.
- Increased per-customer revenue with skilled upselling abilities.
- Increased bill totals by suggesting drinks, desserts and other add-on purchases.
- Achieved sales quotas through consistently promoting high-profit items and daily specials.
- Satisfied customers with fast, friendly and knowledgeable support.

EDUCATION

S.T.E.M

May 2019

Sherman highschool , Sherman, Texas

Advanced manufacturing technician

May 2019

Grayson county college, Denison, Texas

I completed the advanced manufacturing program before I graduated highschool due to dual credit