6 Firwood Crescent, Brampton, ON L6P 2J6 ◊ C: 647-739-2846 ◊ [preciousadex@rogers.com](mailto:preciousadex@rogers.com)

PROFESSIONAL SUMMARY

Dedicated accounting student proficient in customer service, food handling, analyzing associate till variances, and generating financial reports. Enjoys working and interacting with others. Seeking a position that can help develop my career as an accountant.

SKILLS

• Effective working independently • Strong communication skills

and in a team environment with guests and management

• Good with numbers and math • Able to motivate employees to • Friendly, patient and polite when perform well

interacting with team members • Effective critical thinking skills

• Energetic and positive to solve problems at hand

• Organized multi-tasker • Able to delegate tasks to team

• Proficient in Microsoft Office & Excel members

WORK HISTORY

**Food and Beverage – Concession Attendant,** 08/2018 to 07/2019

**Maple Leaf Sports and Entertainment (MLSE)** – 50 Bay Street, Toronto ON M5J 2L2

* Provide friendly and exceptional guest service and commit to MLSE’s ‘Fan First’ policy.
* Prepare food and beverage orders quickly, efficiently and according to MLSE standards.
* Serve alcohol to fans responsibly using Smart Serve principles, while following AGCO and MLSE alcohol policies for each event.
* Act as an ambassador for MLSE and the community.
* Operate a cash register quickly and efficiently and prepare orders quickly.
* Ensured assigned work area and equipment is organized and clean at all times.
* Perform opening and closing duties when working at a specific unit.
* Work in support of the Occupational Health & Safety Act.
* Ensure to meet the appearance standards for every shift set by MLSE for safety and professionalism.

**Food and Beverage – Supervisor,** 07/2017 to 10/2019

**Canada’s Wonderland Company** – 9580 Jane Street, Vaughan ON L6A 1S6

* Ensure the assigned restaurant is operating smoothly and effectively.
* Provide direction and delegate tasks to all restaurant associates.
* Responsible for completing the location’s daily tasks including inventory, health and safety checks, opening and closing checklist, daily labour summary sheet, associate scheduling in accordance with ESA, temperature logs, monitoring the Mystery Shopper program and maintaining/controlling the cash system as assigned.
* Provide training, development and ongoing performance feedback including appraisals and corrective action.
* Ensure all associates meet the grooming and appearance standards set by Canada’s Wonderland for professionalism and safety.
* Exemplify the highest standards of guest service and hospitality for associates to follow.
* Ensured food leaving the restaurant is made at the best quality as stated in the “Picture Perfect” sign for all food sold at the restaurant.
* Communicate with the Supervisory Team on a regular basis to maintain unit consistency.

**Food and Beverage – Team Lead,** 06/2017 to 07/2017

**Canada’s Wonderland Company** – 9580 Jane Street, Vaughan ON L6A 1S6

* Assist with job training by showing associates how to prepare food and use equipment safely and associate development to ensure production efficiency.
* Maintain proper receiving/storage/preparation/holding and serving of food according to Ontario Health and Safety Standards.
* Report electrical, mechanical, plumbing and facility problems immediately to head management.
* Assist with ensuring the smooth operation of assigned restaurant unit.
* Ensure all menu items and food supplies are available and stocked to maintain department and unit consistency.
* Assist in the completion of the location’s weekly inventory as needed.
* Complete administrative duties and paperwork such as food loss and product transfer sheets.
* Regularly communicate with Supervisory Team and Head Management about staffing levels during peak times.

**Food and Beverage – Cashier/Service Associate**, 09/2014 to 06/2017

**Canada’s Wonderland Company** – 9580 Jane Street, Vaughan ON L6A 1S6

* Consistently provided friendly guest service and heartfelt hospitality.
* Promptly and professionally handled guest concerns and complaints.
* Demonstrated integrity and honesty while interacting with guests, team members and supervisors.
* Operated the cash register quickly and efficiently.
* Prepared all food orders within a target time frame.
* Followed food safety procedures according to company policies and health and sanitation regulations.
* Diligently restocked work stations and display cases.
* Maintained a clean and safe environment when assigned to a certain unit.
* Reported to each shift on time and ready to work.

EDUCATION

**Bachelor of Commerce (Accounting): 2022**

2017- **York University**

**High School Diploma: 2016**

2016-2017 **Burnhamthorpe Collegiate Institute – Ontario Scholar Recipient**

2012-2016 **St. Jean de Brebeuf Catholic High School**

**Smart Serve Certification: 2017**

March 2017 **iTrain - Toronto Workplace and Hospitality Training Centre**

ACCOMPLISHMENTS

* Received an award called "Super Snoopy" which recognizes associates that provide excellent service, always keeping safety top of mind, being courteous and helpful, and ensuring my unit's always clean in 2015.
* Won a $25 gift card for a program called “Greet, Upsell and Thank” (G.U.T.) for greeting customers and increasing beverage sales in 2017.
* Received an award for the best well-operated restaurant of the year in 2017.