Kaycee Schlotzhauer

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**Summary**

Dynamic restaurant professional with 13 years in FOH functions. Diplomatic and engaging communicator with exceptional customer service and food handling expertise. Extensive knowledge of beer. Skilled at memorizing menu items and orders, upselling additional products and taking accurate drink and food orders.

**Skills**

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| * Menu knowledge * Menu memorization * Price memorization * High-volume dining | * Dining customer service * Liquor, wine and food service * Food safety understanding |

**Experience**

Nursing Student  |  Johnson County Community College - Kansas City, KS  |  08/2017 - Current

* Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.
* Used facility EMR system to update patient records, transmit prescriptions and transfer files.
* Coordinated with healthcare team to establish, enact and evaluate patient care plans.
* Observed strict safety measures, including checking medication dosages before administration to patients.
* Developed and adapted individualized treatment plans according to patient recovery goals.

Server  |  Limestone PKB - Lawrence, KS  |  05/2019 - 03/2020

* Educated guests on daily specials and menu offerings such as appetizers, entrees and desserts.
* Operated POS terminals to input orders, split bills and calculate totals.
* Satisfied customers by keeping drinks topped off and anticipating needs such as condiments and extra napkins.
* Restocked nonperishables and other items, including condiments and napkins from inventory to keep pantry well-supplied.
* Checked with guests to get feedback on food served, resolve issues, bring additional items and refill beverages.
* Applied safe food handling and optimal cleaning strategies to protect customers from foodborne illness and maintain proper sanitation.

Server/Bartender  |  Free State Brewing Company - Lawrence, KS  |  01/2011 - 12/2019

* Multitasked to meet customer, business operations and server needs with minimal errors or delays.
* Made product recommendations to customers based on preference, food pairings and special promotions.
* Stocked bar with beer, wine, liquor and related supplies.
* Kept close track of bar tabs and transferred open tabs to dining area seamlessly, smoothing process for wait staff.
* Restocked beer and liquor on regular schedule and after special events to prepare for forecasted needs.

**Education and Training**

Johnson County Community College  |   Olathe, KS

Associate of Science: Nursing

University of Kansas  |    |   Lawrence, KS  |  05/2016

Bachelor of Arts: Psychology

**Accomplishments**

* President's Honor Roll Spring 2017
* President's Honor Roll Summer 2017
* President's Honor Roll Fall 2019

**Certifications**

* Level One Cicerone: Certified Beer Server
* Certified Nurse's Assistant
* Certified in Basic Life Support from the American Heart Association