

Robert Smith

Bakery Supervisor/Trainer

CONTACT DETAILS

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Alabama
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PERSONAL STATEMENT

Vast customer service experience. knowledgeable in talking with and handling all levels of customer contact. Use to diffusing a potential problem before it escalates. Trains all staff in ordering, merchandising, product rotation, cash register procedures, opening, closing and cash handling.

SKILLS

Bakeries, Rotation,
Customer Service, Cash
Register, Data Entry.

WORK EXPERIENCE

Bakery Supervisor/Trainer

ABC Corporation - May 2006 - October 2016

Responsibilities:

- Supervised the day to day running of the bakery, daily inventories, helped in other areas of the restaurant as needed.
- Supervised the Meals on Wheels program for four years that we provided to Greene County from menu decisions through delivery.
- Responsible for making sure of food preparation, delivery, set-up, serving, and breakdown.
- Helped to organize the overall functioning of the bakery.
- Developed a working relationship with customers which assume led to a better dining experience.
- Introduced, developed, and set the bakery standards for the Banquets and Catering areas.
- Initiated changes in operations to ensure targets of all production goals are met according to performance standards.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

Bakery Supervisor

Delta Corporation - 2003 - 2006

Responsibilities:

- Managed employee staffing, scheduling, & inventory (Daily reconciliation) Took orders and payments from patrons Ensured cleanliness of the work area.
- Introduced, developed, and set the bakery standards for the Banquets and Catering areas.
- Initiated changes in operations to ensure targets of all production goals are met according to performance standards.
- Mentored inexperienced bakery personal into highly productive team members.
- Promoted bakery sales through effective merchandising and cross-selling displays for the following outlets within the hotel Websters, Old Burdicks.
- While employed at ABCO Foods I was responsible for overseeing and managing the main store and other contributing locations.
- During this time period I was able to gain a starting foundation of experience in customer service, product ordering and shipping, stocking shelves, .

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Education

Bachelor's in Business Administration - 2011(University of Mount Olive - New Bern, NC)