

Service Trainer

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Objective

To obtain a position with a company that strives for success values its employees, and has a good work ethic. Dedicated and focused professional that has experience working with equipment maintenance and team supervision management and manufacturing experience.

Skills

Training, Ms. Word, MS Office, Outlook, Office: Word, Powerpoint, Photoshop, Photography, Sales, Typing, Windows

Work Experience

Service Trainer

Steak N Shake - July 2002 - 2020

- Trained new servers on how to create an excellent dining experience and developed server handbook.
- Handle customer complaints and always ensured customers left with a smile.
- Ensure the entire server area, including, floors, tables, and stools are clean and free of clutter at all times.
- Perform stocking duties and inventory maintenance before, during, and after every shift.
- Constant effort to become familiar with regular customers and how to meet their needs.
- Shining silverware & glassware, replenishing station stock and cleaning duties.
- Train all servers to company standards passed all tests associated with serving, cash handling, and drive-thru Procedures.

Service Trainer

ABC Corporation - 1998 - 2002

- Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Collect payments from customers.
- Write patrons food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
- Roll silverware, set up food stations or set up dining areas to prepare for the next shift or for large parties.
- Stock service areas with supplies such as coffee, food, tableware, and linens.
- Perform cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.
- Train new employees and check sidework as required..

Education

Diploma