

Robert Smith

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Team Trainer

SUMMARY

Extraordinary leader and problem solver looking to transition from a successful career in the military to the management industry. Calm under pressure with superior time management and conflict resolution skills.

SKILLS

Management, Microsoft Office, Engineering.

WORK EXPERIENCE

Team Trainer

ABC Corporation - March 2012 - September 2014

- Cooked the exact number of items ordered by each customer, working on several different orders simultaneously.
- Coached team members on best practices to serve clientele and provide food and beverage service, coordinating special events and taking reservations.
- Acted as Assistant Manager by regularly conducting inventory counts, re-organizing stock, helping price and select inventory for sale, recommending new beverages and cocktails to increase customer appeal and location revenues.
- Served customers food and drinks, helping prepare cocktails and orders, and maintaining bar and glassware.
- Managed staff during lunch or evening shift, closing restaurant/bar by tabulating tips and sales by payment type, paying and documenting employee tips, balancing final receipts with cash, credit card and other payment types.
- Deposited all income in company safe, adding days figures to companys bookkeeping system.
- Read food order slips or receive verbal instructions as to food required by patron, and prepare and cook food according to instructions.

Team Trainer

Delta Corporation - 2008 - 2012

- Customer Service Able to Set a Sales Floor Knowledge in Loss Prevention.
- Train new employees Make sure new and current employees were up-to-date on new procedures and products Fulfill orders in a timely fashion.
- Train and orient new employees on company policies and procedures.
- Monitor adherence to policies and procedures.
- Ensure delivery of high quality service and product.
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- Administrative duties included creating and updating new employee files, training new employees.

EDUCATION

High School Diploma in Marketing, Public Relations and Promotions Management - (North Mecklenburg High School - Huntersville, NC)